



# Board of Trustees Meeting

September 24, 2019

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TO: Robert E. DeJournett, President,  
and all other Board Members

FROM: Dawn Distler, Executive Director/Secretary-Treasurer

DATE: September 16, 2019

RE: Monthly Update

Board Members,

If you look at your calendar, I think you will be as surprised as I was to see that it was one year ago this month I began the journey with you here at METRO RTA. We have been quite successful in meeting the challenges we have faced. Together we have accomplished increasing service to our community and we have begun a committee structure with you that has proven to be quite productive in taking us further into the future. We held our first board/leadership team retreat which helped us understand what we expected and needed from each other. We have strengthened the relationships with our community partners and stakeholders, which was so evident as we celebrated our 50<sup>th</sup> birthday at RKP and heard our state, county, and city leaders recognize our efforts and reconfirm their commitment to supporting our endeavors to provide mobility options for our region. We continue to work as a team both internally and externally, rebuilding the proud family atmosphere that is METRO. We have basked in the accomplishments of our past and we are putting our best foot forward as we drive into the future together. Our team believes in each other and they believe in what we can and will do as we work together. Thank you for an amazing first year. I look forward to continuing to work with you, with the goal of being the best public transportation and mobility option provider in the nation.

Yours in accessible transportation,

Dawn Distler  
Executive Director

The following Resolutions will be presented at the upcoming Board Meeting:

<u>Committee</u>	<u>Res No.</u>	<u>Authorizing</u>
Finance	2019-09	the filing of applications with the United States Department of Transportation, the Ohio Department of Transportation, Ohio EPA, and any other grant opportunity for FY 2020, or future fiscal year, under the Federal Transit Administration Act of 1964, as amended.
Finance	2019-10	updating METRO's Records Retention Policy first initiated within Resolution 1991-22.
Finance	2019-11	the disposal or transfer of certain assets owned by the METRO Regional Transit Authority.
All	2019-12	support of the renewal of a tax levy benefitting County of Summit Alcohol, Drug Addiction and Mental Health Services (ADM) Board.

**METRO RTA  
MONTHLY BOARD MEETING AGENDA  
ROBERT K. PFAFF TRANSIT CENTER  
TUESDAY, SEPTEMBER 24, 2019  
9:00 A.M.**

**ITEM 1:** **CALL TO ORDER:**

**ITEM 2:** **AUDIENCE PARTICIPATION:**

Any individual or representative of a group may take two (2) minutes to address the Board on any topic on the agenda. Anyone desiring more time than provided herein, shall notify the Secretary-Treasurer by the Tuesday preceding the Board meeting so that he/she may be placed on the Agenda for a maximum of five (5) minutes. METRO's Board Meetings are held the last Tuesday of the month as stated within Resolution 2016-28, unless otherwise noted.

**ITEM 3:** **RECOGNITION:**

50<sup>th</sup> Anniversary Commendation – Alex Pavloff with the office of Ohio Secretary of State Frank LaRose  
Appreciation for trustee Stephan Kremer's time of service  
Operator Andrea Alfather - 25 Years of Safe Driving  
Operators- Lori Detweiler and Carolyn Edwards along with Road Supervisor Jeff Herman stayed with an individual in medical distress while near the Rolling Acres Transit Center.

**ITEM 4:** **BOARD MINUTES:**

\*Approval of Board Meeting Minutes for July 30, 2019.  
(note: no meeting was held in August 2019)

**ITEM 5:** **COMMITTEE REPORTS & RESOLUTIONS:**

**Customer Experience and Service Performance Committee**  
(Maintenance / Operations / Customer Care & Mobility Solutions)

Chair: Mark Derrig

**Finance & Audit Committee**

Chair: Nicholas Fernandez

\***Resolution 2019-09** authorizing the filing of applications with the United States Department of Transportation, the Ohio Department of Transportation,

Ohio EPA, and any other grant opportunity for FY 2020, or future fiscal year, under the Federal Transit Administration Act of 1964, as amended.

\***Resolution 2019-10** updating METRO's Records Retention Policy first initiated within Resolution 1991-22.

\***Resolution 2019-11** authorizing the disposal or transfer of certain assets owned by the METRO Regional Transit Authority.

**Planning / Marketing / Rail Committee**

Chair: Donald Christian

Presentation: Mobile Ticketing Demo ~ Valerie Shea, Director of Planning

**The APD Group**

(Employee Engagement Center / Safety / Protection)

Chair: Louise Gissendaner

Presentation: Diversity and Inclusion Program ~ Lori Stokes, Employee Engagement Manager

**Governance Committee**

Chair: Gary Spring

**ITEM 6: OTHER BUSINESS:**

\***Resolution 2019-12** in support of the renewal of a tax levy benefitting County of Summit Alcohol, Drug Addiction and Mental Health Services (ADM) Board.

**ITEM 7: OFFICERS' REPORT:**

- President
- Executive Director

**ITEM 8: EXECUTIVE SESSION**

**ITEM 9: CALL FOR ADJOURNMENT:**

**\*Denotes items that need approval of the Board**

*Next Scheduled Meeting – October 29, 2019*

**METRO RTA  
BOARD MINUTES  
ROBERT K. PFAFF TRANSIT CENTER  
TUESDAY, JULY 30, 2019**

**Trustees Present:** Robert DeJournett, Donald Christian, Renee Greene, Mark Derrig, Louise Gissendaner, David Prentice, Chuck Rector, Gary Spring

**Trustees Absent:** Nick Fernandez, Heather Heslop Licata, Stephan Kremer

**Employees Present:** Angela Neeley, Bambi Miller, Dawn Distler, De Havilland McCall, Halee Gerenday, Jamie Saylor, Jarrod Hampshire, Jason Popik, Jay Hunter, John Sutherland, Lori Stokes, Matt Mullen, Matt Taylor, Molly Becker, Nykia Walker, Quentin Wyatt, Rick Cipro, Robin Stevens, Shawn Metcalf, Sue Ketelsen, Tim Smith, Valerie Shea

**Guests Present:** Dr. Daniel Van Epps (Stark County Area Broadband Task Team)

**CALL TO ORDER**

Mr. DeJournett called the meeting to order at 9:00 a.m.

**AUDIENCE PARTICIPATION**

None

**RECOGNITION**

Ms. Distler recognized the METRO Softball Team for winning the League Championship. The team defeated team GOJO, having taken losses to them the rest of the season. Team coach Matt Mullen was acknowledged for his role in leading the team to victory.

**APPROVAL OF MINUTES**

Mr. DeJournett asked for a motion to approve the minutes of the June 25, 2019 meeting. Ms. Greene made a motion for approval, seconded by Mr. Derrig. The minutes were unanimously approved by the Board.

**CUSTOMER EXPERIENCE & SERVICE PERFORMANCE COMMITTEE REPORT**  
Chair: Mark Derrig

Mr. Derrig reported that in Maintenance there had been a small uptick in road calls, due to the warmer weather affecting some of the emission controls on some buses. The bargaining position that was approved in the 2019 budget has been filled. It deals with off-site maintenance (signs, shelters, bus stops, etc..).

Operations reported that currently they are 12 operators short, due to some of the previous class failing to meet employment standards. There are 166 operators training on the new Ford Transit mobility vehicles. A presentation was made by Accessibility Manager Nykia Walker on Paratransit Services.

## **FINANCE & AUDIT COMMITTEE REPORT**

Chair: Nicholas Fernandez

Ms. Neeley reported that the Finance Committee did meet. The agenda was short and covered the financials shown on the Dashboard, and a brief update of the audit. A more extensive update of the audit would occur after exit interviews occur in a few months. Internal budget meetings have begun, and budget meetings would start to be included in committee meetings beginning in September.

## **PLANNING / MARKETING / RAIL COMMITTEE REPORT**

Chair: Donald Christian

Ms. Shea reported that the committee did meet. There has been a slight downturn in ridership this month, partly due to one less weekday. For the year, ridership is down by about 2%. The Strategic Plan RFP will be released in the coming weeks. That sets up future grant planning and strategies moving forward in the form of both missions and goals for METRO, as well as financial planning. Some grant opportunities are being pursued to help with business partnerships and more flexible mobility options for some outlying areas of the county. Mobile ticketing is on the way.

Ms. Becker from Marketing reported that this month's packet contained a quarterly infographic. In preparation for METRO's birthday celebration, pins were made to be given to all METRO employees and Board Members. The Birthday Party will be held on August 14<sup>th</sup>, and will include many vendors, a DJ, a photo booth, a Touch-A-Bus, an ice cream truck, and much more. The "Night Out Against Crime" is this coming Tuesday, and spans nine different venues. The Mobile Ticketing launch is this Thursday, and a mailing went out regarding that.

**Resolution 2019-08** authorizing the amendment of the NEORide Bylaws to allow out of state entities to join NEORide was presented for consideration. Mr. Spring made a motion for approval, seconded by Ms. Greene. All those present voted 'yes', and Resolution 2019-08 was approved by the Board.

## **THE APD GROUP REPORT**

Chair: Louise Gissendaner

Mr. Hunter reported that the APD Group (Asset Protection and Development) met. There was discussion about the internal fair labor standard audit, updates happening to the Employee Manual, advertising for the next class of operators, preparations for negotiations beginning, suggestions for KPI topics, the Wellness Program, one employment departure, one new employee for the month of June, the OSHA recordable was up slightly, and the DART rate was also up slightly. Upcoming events are the EEC Days in the Bullpen and at the Transit Center.

Chief Metcalf reported that there were three preventable accidents in June. There were 158,000 miles in between preventable accidents, compared to 109,000 miles at this time last year. The Safety and Protection board in the Bullpen has been updated, and there has been a suggestion box installed. Safety posters are being updated. The Ohio Human Trafficking Task Force presented two one-hour courses for staff and Board members to attend. Chief Metcalf has been invited to be an evaluator for a TSA and SARTA exercise to get ready for the Hall of Fame game coming up.

## **GOVERNANCE COMMITTEE REPORT**

Mr. Spring reported that the Governance Committee did not meet.

## **OFFICERS' REPORT**

### **President:**

Mr. DeJournett indicated that he, Mr. Christian, and Ms. Distler had all attended the APTA Transit Board Members conference the previous week. Mr. Christian and Mr. DeJournett gave reports on their trip.

### **Executive Director:**

Ms. Distler talked about METRO being invited to participate in many things in the community. She praised Ms. Shea's pilot program, both in obtaining funding, and also in connecting with local employers by way of Conexus. Ms. Distler noted METRO's presence on the Business Retention and Economic Committee for the county, the city, the chamber, and other partners. METRO is becoming part of the successes of our community, and the community is realizing that good transit is necessary for their successes. The Strategic Plan is being developed, with Mr. Hampshire and Ms. Neeley working on getting projects started. Attention is being given to meeting goals within the year that are being pursued under the Plan. With a bit of humor, it was also mentioned that Mr. Mullen was working on finding a fall softball league for METRO's participation.

## **OTHER BUSINESS**

Mr. DeJournett noted that in a meeting he attended of the Summit County Health Department, a survey was done (interestingly, right at our Transit Center) which looked at opinions from residents who actually ride the bus. It revealed that transportation was seen as both an obstacle and as an asset.

Mr. Spring brought attention to Ms. Shea being accepted into the prestigious Leadership APTA program, which will further her development as well as benefiting METRO. Ms. Distler pointed out that applicants to that program are rarely accepted on their first try, and that this was a remarkable accomplishment for Ms. Shea.

## **ADJOURNMENT**

There being no other business to come before the Board, Mr. Spring made a motion to adjourn, seconded by Mr. Derrig. The motion to adjourn was unanimously approved, and the meeting adjourned at 9:35 a.m.

## **CERTIFICATE OF COMPLIANCE**

Pursuant to Section III, Article 3.2 of the Rules & Regulations of the METRO Regional Transit Authority, METRO has complied with the Notice and Notification to the public and news media.

**DATE APPROVED:** September 24, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

# Customer Experience and Service Performance Committee

## Customer Experience and Service Performance Committee

(Maintenance / Operations / Customer Care & Paratransit)

Chair: Mark Derrig

Chuck Rector

David Prentice

Alt: Nicholas Fernandez

Leadership Team Members: Jarrod Hampshire,

DeHavilland McCall, Bambi Miller

### **Operations Monthly Update – July 2019**

The training hours for the month of July totaled 667. The training consisted of New Hire Training, Refresher Training, Line Service training, Specialty Training, and mandatory training per the Preventable Accident Policy.

On Monday, July 8, 2019, De Havilland McCall, Director of Operations, along with Operations Manager, Jamie Saylor, met with various members of the Employee Engagement Center. Team Members discussed details regarding the upcoming interviews for the position of Special Service Operator (SSO). Interviews are scheduled at the METRO Main Office for August 28-29, 2019. Approximately 30-35 candidates will be interviewed and the goal is to make offers to 15 at this time. The Operations Department is budgeted for 279 operators, however due to attrition, the department will have a total of 263 Operators effective November 1, 2019. Operator training takes approximately five weeks.

Operations Manager, Jamie Saylor and several Dispatchers and Road Supervisors attended a Human Trafficking Presentation facilitated by Maria Busch from the Ohio Department of Public Safety. The presentation was held at the Robert K. Pfaff Transit Center on July 10, 2019. This was open to the public.

Wednesday, July 24, 2019, the Customer Experience and Service Performance Committee met in the Conference Room at the Robert K. Pfaff Transit Center. Mark Derrig reported the Committee notes at the July 30, 2019, Board Meeting.

### **Operations Monthly Update – August 2019**

The training hours for the month of July totaled 204. The training consisted of New Hire Training, Refresher Training, Line Service training, Specialty Training, and mandatory training per the Preventable Accident Policy.

On Monday, August 12 through Wednesday, August 14, 2019 the Fall Sign-Up (process of selecting assignments by seniority) took place. The Fall Sign-Up (date that operators begin new routes) began on Sunday, August 25, 2019 and will end on January 18, 2020.

The Director of Operations, De Havilland McCall attended an Opportunity and Inclusion Committee meeting held at the Greater Akron Chamber on August 13, 2019. Ms. McCall is on a sub-committee for Minority Business Enterprise (MBE). The committee's task is to guide the areas where the Chamber should focus its efforts, and identify where assistance in the business community is needed.

## JULY 2019 CUSTOMER CARE & MOBILITY SOLUTIONS MONTHLY REPORT

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**PARATRANSIT PASSENGERS:** Looking at July 2019 year-to-date passenger counts for all of our paratransit programs, we are only 1.2% behind the total number of passengers transported 12 months ago, in July 2018. Further, on average, looking at 2019 versus the last five years (year-to-date figures), we are level, nearly equivalent year-to-date, within 0.2% of passengers transported. We did have a strong month in July to bring the year-to-date figures back up to level, transporting 23,024 passengers in 22 weekdays and also offering NET and ADA service on 8 weekend days.

**TRAINING, MOBILITY, ELIGIBILITY AND COMMUNITY INVOLVEMENT:** As a Department, all Customer Care & Mobility Solution members visited Catholic Charities Summit Adult Day Care Facility (formerly known as CYO). Jim Mazzagatti's team was extremely gracious and allowed us to visit in several small groups, in order to keep our Customer Care Center covered. Participants learned firsthand what all CYO provides for dementia/Alzheimer's patients and their caregivers. We walked away with a greater appreciation for our passengers and for the caregivers and nursing staff who work closely with this population. This was a true learning visit with a community partner.

31 Wheelchair weight and inspections were completed by Mobility in order to get 31 people in mobility devices riding our service. Eight (8) individuals were travel trained in the month of July. One group training was also conducted at Goodwill. Three (3) travel training assessments were completed in which the applicants decided not to continue with training. 151 applications for various METRO paratransit programs and to ride METRO line service at a reduced rate were processed in July. Schedule Reading Classes were also held to help new riders learn how to read our line service bus schedules.

Our Customer Care family attended many events in the community, working with our partnering agencies such as; Laura Dunlap's Summit County StandDown, AMHA, Farmer's Markets Events around the City throughout the month, Full Term, First Birthday meetings and Committee meetings, Advantage Aging, Bridgestone Senior Players, Direction Home Pilot Program, Mayor Horrigan's Senior Citizen Commission, ArtsNow Senior Event, Senior Commission Member Transportation Background Meeting and Backpack Adventure at the Zoo.

## AUGUST 2019 CUSTOMER CARE & MOBILITY SOLUTIONS MONTHLY REPORT

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**PARATRANSIT PASSENGERS:** We transported a total of 23,819 passengers in the month of August on paratransit. This is an increase each August from 2012 to 2017. August 2018 had a slight increase of only 1.6% over 2019, with one additional weekday. ADA passengers transported account for 8.1% of all passengers transported and NET accounted for 14.6%. Our numbers continue to remain steady overall.

**DJFS NET AUDIT:** Summit County Department of Job and Family Services performed our annual Non-Emergency Transportation (NET) audit. No deficiencies were found and they were very pleased with our complete transparency.

**NEW BUSINESS:** We worked closely with Planning on the Flex-Ride pilot program grant, in order to help employees get to work where transportation is a barrier due to location or shift times. With a terrific team assembled we created a unique concept that we will be putting into place 1<sup>st</sup> Quarter 2020. This includes working with our Paratransit software company, Ecolane, to provide their app for this project.

In our role as senior citizen advocates, on behalf of METRO, I was asked to be a part of the Akron Community Foundation's On The Table discussions on 10/3/19 to discuss Our Aging Seniors. We are partnering with our Public Relations team, who was also approached, and expanding the On The Table discussion to include the priority issue of Diversity, Equity and Social Inclusion, as well.

METRO's Paratransit team is part of Direction Home's Coordinated Intake Pilot Program working to coordinate services for those who have fallen through the cracks. Each partner will do a warm handoff so the person seeking services does not have to make several phone calls and repeat their situation. We continue to collaborate with our agency partners in finding ways to better serve our community.

**TRAINING, MOBILITY, ELIGIBILITY AND COMMUNITY INVOLVEMENT:**

Over the past three months in Customer Care we have logged a total of 341.25 hours of various kinds of trainings, including visits to agency partners, webinar's, internal trainings and TSI professional trainings.

Mobility completed 37 mobility device assessments, which is evidence that more and more of our passengers are using mobility devices which is having a profound effect on our service as we continue to provide service to our most vulnerable population. Nine individuals were successfully travel trained to ride line service, two internal functional assessments were completed, with one group training, and three community outreach events were attended.

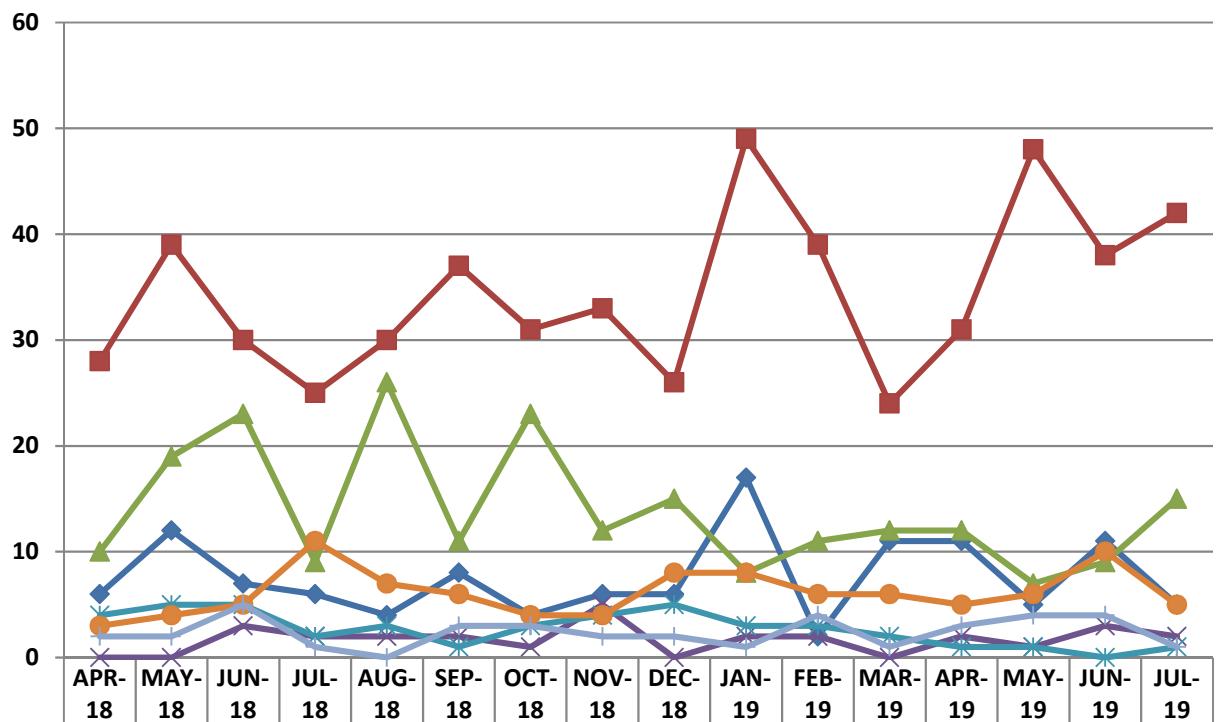
Team members from Customer Care attending many meetings and events in the month including, preparing for Stand Down for Homeless Veterans, wrap up from Senior Summit, Mayor Horrigan's Senior Citizens Commission, an AMHA ADA Appeals Hearing, State of the County, Food Coalition, Community Action event, ASCA Head Start/Early Head Start Orientation Health Fairs, Project Search new participant orientation, Senior Independent Living Council meeting, Direction Home Coordinated Intake Pilot Program and METRO's 50<sup>th</sup> Birthday Party.

# METRO MAINTENANCE

August 2019 Update

	Average Monthly Repeat Road Calls (for the same vehicle)	Average Monthly Road Calls	Miles Between Road Calls (total miles divided by total road calls)
2015	26.9	88	5914
2016	26.6	84	6020
2017	22.1	82	6285
2018	16.9	76	6890
<b>2019</b>	<b>17.8</b>	<b>80</b>	<b>6697</b>
	Up 3% YTD	Up 6% YTD	Down 3%

## Road Calls by Fleet Type



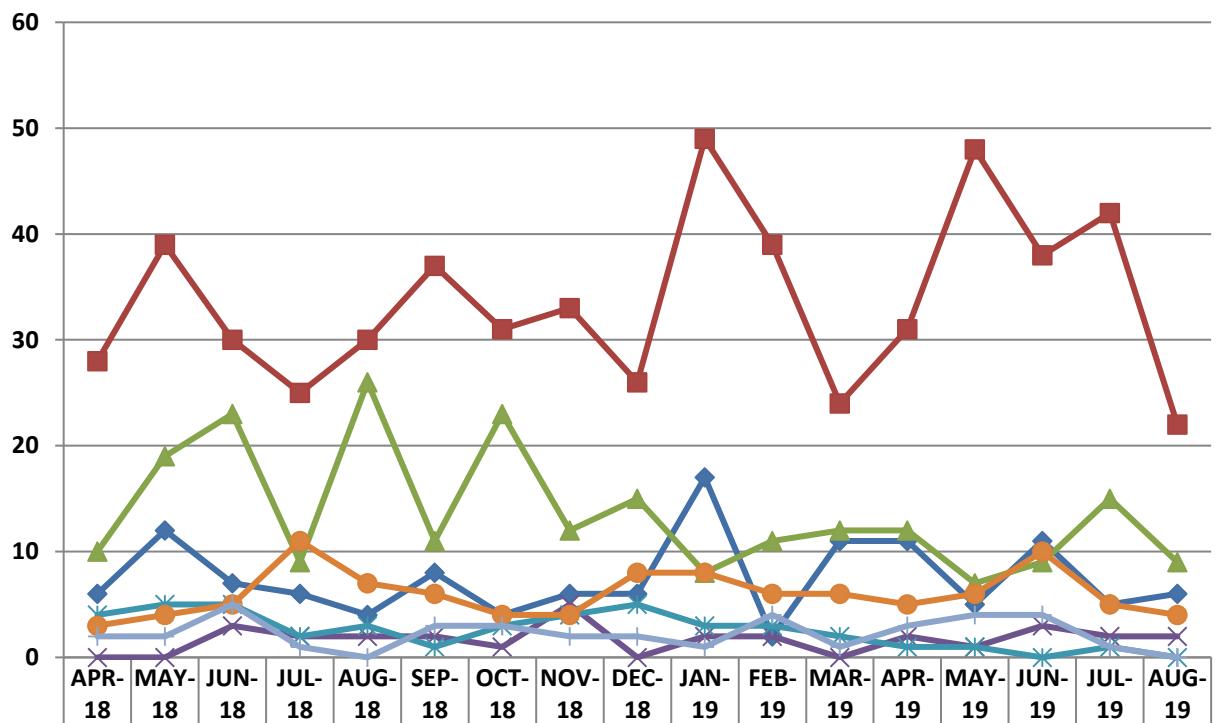
35' Gillig Diesel	6	12	7	6	4	8	4	6	6	17	2	11	11	5	11	5	11	5
40' Gillig CNG	28	39	30	25	30	37	31	33	26	49	39	24	31	48	38	42		
40' Gillig Diesel	10	19	23	9	26	11	23	12	15	8	11	12	12	7	9	15		
40' Gillig Hybrid Diesel	0	0	3	2	2	2	1	5	0	2	2	0	2	1	3	2	1	2
45' Motorcoach Industries	4	5	5	2	3	1	3	4	5	3	3	2	1	1	0	1		
60' New Flyer CNG	3	4	5	11	7	6	4	4	8	8	6	6	5	6	10	5		
35' Gillig CNG DASH	2	2	5	1	0	3	3	2	2	1	4	1	3	4	4	4	1	

# METRO MAINTENANCE

## September 2019 Update

	Average Monthly Repeat Road Calls (for the same vehicle)	Average Monthly Road Calls	Miles Between Road Calls (total miles divided by total road calls)
2015	26.9	88	5914
2016	26.6	84	6020
2017	22.1	82	6285
2018	16.9	76	6890
<b>2019</b>	<b>17.6</b>	<b>76</b>	<b>7074</b>
	<b>Up 3% YTD</b>	<b>Up 1% YTD</b>	<b>Up 3%</b>
	<b>10 For August</b>	<b>51 For August</b>	<b>11,211 For August</b>

## Road Calls by Fleet Type



	APR-18	MAY-18	JUN-18	JUL-18	AUG-18	SEP-18	OCT-18	NOV-18	DEC-18	JAN-19	FEB-19	MAR-19	APR-19	MAY-19	JUN-19	JUL-19	AUG-19
35' Gillig Diesel	6	12	7	6	4	8	4	6	6	17	2	11	11	5	11	5	6
40' Gillig CNG	28	39	30	25	30	37	31	33	26	49	39	24	31	48	38	42	22
40' Gillig Diesel	10	19	23	9	26	11	23	12	15	8	11	12	12	7	9	15	9
40' Gillig Hybrid Diesel	0	0	3	2	2	2	1	5	0	2	2	0	2	1	3	2	2
45' Motorcoach Industries	4	5	5	2	3	1	3	4	5	3	3	2	1	1	0	1	0
60' New Flyer CNG	3	4	5	11	7	6	4	4	8	8	6	6	5	6	10	5	4
35' Gillig CNG DASH	2	2	5	1	0	3	3	2	2	1	4	1	3	4	4	1	0

# Finance/Audit Committee

## Finance & Audit Committee

Chair: Nicholas Fernandez

Heather Heslop Licata

Stephan Kremer

David Prentice

Leadership Team Members: Angela Neeley

FINANCE DASHBOARD				
July 31, 2019	Revenues			
	Actual	Budget	Variance	Explanation
Total Revenues	\$ 31,385,199	\$ 31,503,568	🔴	Total revenues are trending below budget.
Sales tax	\$ 26,884,814	\$ 26,607,329	✓	
Federal Grants	\$ -	\$ -	✓	
Expenses				
	Actual	Budget		Explanation
Total Operating Expenses*	\$ 30,620,142	\$ 33,179,368	✓	
Wages	\$ 13,591,385	\$ 14,390,117	✓	
Benefits	\$ 9,305,308	\$ 10,332,000	✓	

\*Not including depreciation



Favorable Variance  
Unfavorable Variance

#### Grant Activity for the month:

<u>GRANT NAME</u>	<u>APPLICATION DATE</u>	<u>AMOUNT</u>	<u>WHAT FOR</u>	<u>STATUS</u>
5310 Grant	6/28/2019	\$862,924	Subrecipient program	Approved (Ordered 11 vehicles UDS, Hattie)
Bus and Bus Facilities	6/21/2019	\$1,030,000 (206K Local)	2 CNGs	Application (Award announced in September)
Low-No	5/14/2019	\$2,159,308 Local funds=\$290,878	2 Electric Buses charging station	Application (Award announced in September)
Grant Draw		\$ 3,680,000	Jan-Sept 2018 PM*	Drew down funds in April
DERG UTP (ODOT)	10/29/18 10/02/18	\$ 735,000 \$ 638,893	2 Large CNG PM*	Approved (Dec 31st) Approved (Dec 18th Adding to BlackCat)
OTPPP (ODOT)	10/08/18	\$ 2,000,000	22 Small Buses	Approved (Changed to 22 Small Buses) Submitted 1/17/19
CMAQ	10/01/18	\$ 2,200,000	3 Large CNG	Approved 11/14 (Adding to BlackCat)
SUPER GRANT	09/20/18	\$15,000,000	Large Buses, Small buses, PM*	Approved (Drew Down Funds in Dec)

\*Preventative Maintenance

FINANCE DASHBOARD				
August 31, 2019	Revenues			
	Actual	Budget	Variance	Explanation
Total Revenues	\$ 35,979,461	\$ 36,004,078	●	Total revenues are trending below budget.
Sales tax	\$ 30,904,078	\$ 30,408,376	✓	
Federal Grants	\$ -	\$ -	✓	
Expenses				
	Actual	Budget		Explanation
Total Operating Expenses*	\$ 34,778,931	\$ 37,888,039	✓	
Wages	\$ 15,575,069	\$ 16,445,847	✓	
Benefits	\$ 10,268,401	\$ 11,808,000	✓	

\*Not including depreciation



Favorable Variance  
Unfavorable Variance

#### Grant Activity for the month:

This will fall under a quarterly report distributed by Matt Mullen.

**CONSOLIDATED INCOME STATEMENT**  
**SCHEDULED & SCAT SERVICES**  
**METRO Regional Transit Authority**  
**JULY 2019**

CURRENT MONTH				YEAR TO DATE				BUDGET	YTD %
ACTUAL	BUDGET	LAST YEAR	VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	VARIANCE	CHANGE
317,992	308,333	285,907	3.1%	Passenger Fares	2,127,806	2,158,333	2,125,317	-1.4%	0.1%
57,075	50,526	63,436	13.0%	Advertising Revenue	338,240	353,680	322,222	-4.4%	5.0%
375,067	358,859	349,343	4.5%	Total Operating	2,466,046	2,512,014	2,447,538	-1.8%	0.8%
63,779	189,687	507,554	-66.4%	Non-Transportation	1,114,054	1,327,809	2,632,544	-16.1%	-57.7%
28,176	9,583	20,829	194.0%	Rail Related Revenue	69,952	67,083	49,417	4.3%	41.6%
				Local Subsidy					
3,923,723	3,801,047	7,663,527	3.2%	METRO Tax	26,884,814	26,607,329	29,701,180	1.0%	-9.5%
99,290	124,667	135,953	-20.4%	Local Contracted Services	770,164	872,667	1,085,685	-11.7%	-29.1%
20,027	16,667	12,388	20.2%	State Subsidy	80,169	116,667	82,359	-31.3%	-2.7%
0	0	0	0.0%	Federal Subsidy	0	0	118,158	0.0%	-100.0%
<b>4,510,062</b>	<b>4,500,510</b>	<b>8,689,593</b>	<b>0.2%</b>	<b>TOTAL REVENUES</b>	<b>31,385,199</b>	<b>31,503,568</b>	<b>36,116,881</b>	<b>-0.4%</b>	<b>-13.1%</b>
<b>EXPENSES</b>									
2,046,955	2,055,731	1,974,208	-0.4%	Wages and Salaries	13,591,385	14,390,117	13,440,817	-5.6%	1.1%
1,436,810	1,476,000	1,416,191	-2.7%	Fringe Benefits	9,305,308	10,332,000	9,345,846	-9.9%	-0.4%
237,025	355,488	239,169	-33.3%	Services	1,891,761	1,941,734	1,990,520	-2.6%	-5.0%
224,744	421,740	272,634	-46.7%	Materials and Supplies	2,054,450	2,952,182	2,067,866	-30.4%	-0.6%
140,839	138,562	148,682	1.6%	Fuel	1,067,255	969,932	1,050,505	10.0%	1.6%
78,815	79,930	89,011	-1.4%	Utilities	584,282	559,511	551,993	4.4%	5.8%
162,821	74,417	64,124	118.8%	Casualty and Liability	642,792	520,917	494,079	23.4%	30.1%
148,195	166,733	165,290	-11.1%	Purchased Transportation	1,119,981	1,167,133	1,109,354	-4.0%	1.0%
56,243	49,406	45,143	13.8%	Other Expenses	362,928	345,843	268,546	4.9%	35.1%
<b>4,532,448</b>	<b>4,818,007</b>	<b>4,414,451</b>	<b>-5.9%</b>	<b>TOTAL OPERATING EXPENSE</b>	<b>30,620,142</b>	<b>33,179,368</b>	<b>30,319,525</b>	<b>-7.7%</b>	<b>1.0%</b>
(22,386)	(317,497)	4,275,141	92.9%	NET INCOME (LOSS) Before Depreciation	765,057	(1,675,800)	5,797,356	145.7%	-86.8%
473	473	1,390	-0.1%	Depreciation Operating	3,821	3,821	9,669	0.0%	-60.5%
781,151	781,151	843,697	0.0%	Depreciation Capital	5,532,309	5,532,309	5,799,046	0.0%	-4.6%
5,314,072	5,599,631	5,259,539	-5.1%	TOTAL EXPENSES	36,156,272	38,715,498	36,128,240	-6.6%	0.1%
(804,010)	(1,099,121)	3,430,054	26.8%	NET INCOME (LOSS) After Depreciation	(4,771,073)	(7,211,929)	(11,359)	33.8%	-41902.5%

**METRO Regional Transit Authority**  
**FRINGE BENEFITS**

CURRENT MONTH				JULY 2019	YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	VARIANCE		ACTUAL	BUDGET	LAST YEAR	VARIANCE
374,265	452,430	367,346	-17.3%	P E R S	2,674,106	3,167,008	2,624,527	-15.6%
620,507	696,983	592,586	-11.0%	HOSP-MEDICAL	4,396,044	4,878,884	4,675,315	-9.90%
21,665	0	19,729		DENTAL	143,622	0	152,799	
2,301	0	1,893		LIFE-INS	16,670	0	10,538	
3,906	0	0		UNEMPLOYMENT	27,069	0	0	
40,328	57,839	42,416	-30.3%	W. COMPENSATION	380,174	404,871	256,763	-6.1%
4,633	8,444	10,381	-45.1%	SICK LEAVE	62,761	59,110	55,324	6.2%
156,045	99,011	180,826	57.6%	HOLIDAY PAY	638,258	693,079	608,590	-7.9%
208,956	148,018	190,393	41.2%	VACATION PAY	840,827	1,036,123	828,642	-18.8%
4,204	13,275	10,619	-68.3%	UNIFORM ALLOWANCE	125,779	92,925	131,382	35.4%
0	0	0		DEFER COMP EMPLR	0	0	1,966	
<b>1,436,810</b>	<b>1,476,000</b>	<b>1,416,190</b>	<b>-2.7%</b>	<b>TOTAL FRINGE BENEFITS</b>	<b>9,305,308</b>	<b>10,332,000</b>	<b>9,345,846</b>	<b>-9.9%</b>

**METRO REGIONAL TRANSIT AUTHORITY**  
**Consolidated Summary**

**Balance Sheet**

<b>ASSETS</b>	<b>JULY 31, 2019 &amp; 2018</b>		<b>LIABILITIES AND CAPITAL</b>		
	2019	2018	2019	2018	
<b>Current Assets:</b>			<b>Current Liabilities:</b>		
Cash	4,779,486.13	1,676,108.81	Accounts Payable	388,996.48	579,743.64
Short Term Investmt (sweep/repurch)	0.00	0.00	Accrued Payroll	3,781,244.58	3,036,085.81
Capital Fund (Restricted)	6,323.60	6,323.60	Accrued Payroll Tax Liabilities	520,124.73	136,023.14
HB Contingency Trust	10,839,844.03	10,537,012.54	Capital Contract Payable	0.00	0.00
HB Savings	20,387,637.29	12,679,557.62			
Fifth Third Investment Acct	7,349,246.61	7,133,112.27			
HB Investment Agcy	4,846,006.56	4,702,011.64	Short Term Debt	0.00	0.00
Total Cash	<u>48,208,544.22</u>	<u>36,734,126.48</u>	Other	<u>210,191.27</u>	<u>79,141.65</u>
Receivables, Inventory & Prepaid :			Total Current Liabilities	4,900,557.06	3,830,994.24
Trade, Less allowance	197,098.95	167,300.25			
Federal Assistance	3,287,096.00	5,897,274.00			
State Assistance	0.00	0.00	Other Liabilities:		
Sales Tax Receivable	11,506,288.49	11,546,092.44			
Material & Supplies Inventory	1,747,152.35	1,906,651.69	Long Term Debt	0.00	0.00
Prepaid Expenses	2,828,523.97	3,182,782.35	Net Pension Liability	19,171,267.00	19,171,267.00
Total Recv, Inv, & PP	<u>19,566,159.76</u>	<u>22,700,100.73</u>	Deferred Inflows	336,801.00	336,801.00
Property, Facilities & Equipment			Deferred Revenue	54,520.20	54,380.00
Construction in Progress	286,083.34	804,785.08	Other Estimated Liabilities	1,000.00	1,000.00
Land	4,480,557.96	4,480,557.96	Total Other Liabilities	<u>19,563,588.20</u>	<u>19,563,448.00</u>
Building & Improvements	58,384,733.48	58,378,803.48			
Transportation Equipment	74,860,024.80	72,675,757.20			
Other Equipment	12,628,872.60	12,630,623.11			
Rail right-of-way	10,653,206.00	10,653,206.00			
Rail Infrastructure	8,983,520.80	8,270,372.94			
Total Fixed Assets	<u>170,276,998.98</u>	<u>167,894,105.77</u>			
Less allowance for depreciation	(86,992,293.26)	(79,280,124.38)	Capital & Accumulated Earnings:		
Total Fixed Assets (net of deprec)	<u>83,284,705.72</u>	<u>88,613,981.39</u>	Capital Grant: State & Federal	19,816,932.01	29,605,747.90
Deferred Outflows	3,485,891.00	3,485,891.00	Accumulated Earnings	110,265,899.02	98,541,250.49
Deferred Charges & Other Assets	1,675.59	7,341.03	Total Grants & Accum Earnings	130,082,831.03	128,146,998.39
Total Deferred					
Total Assets	<u>\$ 154,546,976.29</u>	<u>\$ 151,541,440.63</u>	Total Liability and Earnings	<u>\$ 154,546,976.29</u>	<u>\$ 151,541,440.63</u>

**CONSOLIDATED INCOME STATEMENT**  
**SCHEDULED & SCAT SERVICES**  
**METRO Regional Transit Authority**  
**AUGUST 2019**

CURRENT MONTH				YEAR TO DATE				BUDGET	YTD %
ACTUAL	BUDGET	LAST YEAR	VARIANCE	REVENUES	ACTUAL	BUDGET	LAST YEAR	VARIANCE	CHANGE
296,492	308,333	276,688	-3.8%	Passenger Fares	2,424,298	2,466,667	2,402,004	-1.7%	0.9%
51,232	50,526	61,189	1.4%	Advertising Revenue	389,472	404,206	383,410	-3.6%	1.6%
347,724	358,859	337,876	-3.1%	Total Operating	2,813,770	2,870,873	2,785,415	-2.0%	1.0%
102,015	189,687	584,253	-46.2%	Non-Transportation	1,216,069	1,517,496	3,216,798	-19.9%	-62.2%
157	9,583	15,618	-98.4%	Rail Related Revenue	70,108	76,667	65,035	-8.6%	7.8%
				Local Subsidy					
4,019,264	3,801,047	4,044,532	5.7%	METRO Tax	30,904,078	30,408,376	33,745,711	1.6%	-8.4%
105,472	124,667	143,514	-15.4%	Local Contracted Services	875,636	997,333	1,229,199	-12.2%	-28.8%
19,631	16,667	12,875	17.8%	State Subsidy	99,800	133,333	95,233	-25.2%	4.8%
0	0	0	0.0%	Federal Subsidy	0	0	118,158	0.0%	-100.0%
<b>4,594,262</b>	<b>4,500,510</b>	<b>5,138,668</b>	<b>2.1%</b>	<b>TOTAL REVENUES</b>	<b>35,979,461</b>	<b>36,004,078</b>	<b>41,255,549</b>	<b>-0.1%</b>	<b>-12.8%</b>
<b>EXPENSES</b>									
1,983,684	2,055,731	2,047,961	-3.5%	Wages and Salaries	15,575,069	16,445,847	15,488,778	-5.3%	0.6%
963,093	1,476,000	1,003,377	-34.7%	Fringe Benefits	10,268,401	11,808,000	10,349,223	-13.0%	-0.8%
271,488	246,152	340,553	10.3%	Services	2,163,249	2,187,885	2,331,073	-1.1%	-7.2%
461,444	421,740	258,479	9.4%	Materials and Supplies	2,515,894	3,373,923	2,326,345	-25.4%	8.1%
87,570	138,562	152,869	-36.8%	Fuel	1,154,825	1,108,494	1,203,374	4.2%	-4.0%
81,913	79,930	83,327	2.5%	Utilities	666,194	639,441	635,320	4.2%	4.9%
62,623	74,417	54,846	-15.8%	Casualty and Liability	705,415	595,333	548,925	18.5%	28.5%
168,403	166,733	171,486	1.0%	Purchased Transportation	1,288,384	1,333,867	1,280,841	-3.4%	0.6%
78,571	49,406	50,076	59.0%	Other Expenses	441,499	395,249	318,621	11.7%	38.6%
<b>4,158,789</b>	<b>4,708,671</b>	<b>4,162,974</b>	<b>-11.7%</b>	<b>TOTAL OPERATING EXPENSE</b>	<b>34,778,931</b>	<b>37,888,039</b>	<b>34,482,499</b>	<b>-8.2%</b>	<b>0.9%</b>
<b>435,473</b>	<b>(208,161)</b>	<b>975,694</b>	<b>309.2%</b>	<b>NET INCOME (LOSS)</b>	<b>1,200,530</b>	<b>(1,883,961)</b>	<b>6,773,050</b>	<b>163.7%</b>	<b>-82.3%</b>
				Before Depreciation					
473	473	1,390	-0.1%	Depreciation Operating	4,294	4,294	11,059	0.0%	-61.2%
797,956	797,956	822,310	0.0%	Depreciation Capital	6,330,265	6,330,265	6,621,356	0.0%	-4.4%
4,957,218	5,507,100	4,986,674	-10.0%	<b>TOTAL EXPENSES</b>	<b>41,113,490</b>	<b>44,222,598</b>	<b>41,114,913</b>	<b>-7.0%</b>	<b>-0.003%</b>
<b>(362,956)</b>	<b>(1,006,590)</b>	<b>151,994</b>	<b>63.9%</b>	<b>NET INCOME (LOSS)</b>	<b>(5,134,029)</b>	<b>(8,218,520)</b>	<b>140,635</b>	<b>37.5%</b>	<b>-3750.6%</b>
				After Depreciation					

**METRO Regional Transit Authority**  
**FRINGE BENEFITS**

CURRENT MONTH				AUGUST 2019		YEAR TO DATE			
ACTUAL	BUDGET	LAST YEAR	VARIANCE			ACTUAL	BUDGET	LAST YEAR	VARIANCE
552,523	452,430	551,581	22.1%	P E R S		3,226,628	3,619,437	3,176,108	-10.9%
87,540	696,983	128,351	-87.4%	HOSP-MEDICAL		4,483,584	5,575,867	4,803,666	-19.6%
4,865	0	20,329		DENTAL		148,487	0	173,127	
2,339	0	1,913		LIFE-INS		19,009	0	12,451	
0	0	0		UNEMPLOYMENT		27,069	0	0	
38,328	57,839	44,416	-33.7%	W. COMPENSATION		418,502	462,710	301,179	-9.6%
11,300	8,444	7,854	33.8%	SICK LEAVE		74,061	67,554	63,179	9.6%
69,287	99,011	58,758	-30.0%	HOLIDAY PAY		707,545	792,091	667,347	-10.7%
193,411	148,018	182,921	30.7%	VACATION PAY		1,034,237	1,184,141	1,011,563	-12.7%
3,501	13,275	7,253	-73.6%	UNIFORM ALLOWANCE		129,280	106,200	138,635	21.7%
0	0	0		DEFER COMP EMPLR		0	0	1,966	
963,093	1,476,000	1,003,377	-34.7%	TOTAL FRINGE BENEFITS		10,268,401	11,808,000	10,349,223	-13.0%

**METRO REGIONAL TRANSIT AUTHORITY**  
**Consolidated Summary**

Balance Sheet

<b>ASSETS</b>	<b>AUGUST 31, 2019 &amp; 2018</b>		<b>LIABILITIES AND CAPITAL</b>		<b>2019</b>	<b>2018</b>
	<b>2019</b>	<b>2018</b>				
<b>Current Assets:</b>			<b>Current Liabilities:</b>			
Cash	4,171,063.89	1,727,669.60	Accounts Payable	535,914.53	610,459.59	
Short Term Investmt (sweep/repurch)	0.00	0.00	Accrued Payroll	2,778,305.01	2,354,080.17	
Capital Fund (Restricted)	6,323.60	6,323.60	Accrued Payroll Tax Liabilities	238,240.34	265,451.93	
HB Contingency Trust	10,881,931.66	10,570,785.10	Capital Contract Payable	0.00	0.00	
HB Savings	20,000,981.72	7,462,695.78				
Fifth Third Investment Acct	7,361,201.18	7,148,789.74				
HB Investment Agcy	4,866,482.78	4,716,096.21	Short Term Debt	0.00	0.00	
Total Cash	<u>47,287,984.83</u>	<u>31,632,360.03</u>	Other	<u>44,878.15</u>	<u>89,665.81</u>	
<b>Receivables, Inventory &amp; Prepaid :</b>			Total Current Liabilities	3,597,338.03	3,319,657.50	
Trade, Less allowance	233,635.31	327,870.01				
Federal Assistance	3,287,096.00	9,172,042.00				
State Assistance	0.00	0.00	Other Liabilities:			
Sales Tax Receivable	11,601,829.15	11,627,097.17				
Material & Supplies Inventory	1,777,972.00	1,931,819.42	Long Term Debt	0.00	0.00	
Prepaid Expenses	2,543,946.04	4,157,400.95	Net Pension Liability	19,171,267.00	19,171,267.00	
Total Recv, Inv, & PP	<u>19,444,478.50</u>	<u>27,216,229.55</u>	Deferred Inflows	336,801.00	336,801.00	
			Deferred Revenue	40,906.89	81,012.00	
			Other Estimated Liabilities	1,000.00	1,000.00	
<b>Property, Facilities &amp; Equipment</b>			Total Other Liabilities	<u>19,549,974.89</u>	<u>19,590,080.00</u>	
Construction in Progress	406,670.99	922,540.97				
Land	4,480,557.96	4,480,557.96				
Building & Improvements	58,384,733.48	58,378,803.48				
Transportation Equipment	74,860,024.80	76,877,405.20				
Other Equipment	12,669,638.72	12,684,318.54				
Rail right-of-way	10,653,206.00	10,653,206.00				
Rail Infrastructure	8,983,520.80	8,270,372.94				
Total Fixed Assets	<u>170,438,352.75</u>	<u>172,267,205.09</u>				
Less allowance for depreciation	(87,790,722.33)	(80,103,824.44)				
Total Fixed Assets (net of deprec)	<u>82,647,630.42</u>	<u>92,163,380.65</u>				
Deferred Outflows	3,485,891.00	3,485,891.00				
Deferred Charges & Other Assets	1,203.47	6,868.91				
Total Deferred	<u>3,487,094.47</u>	<u>3,492,759.91</u>				
Total Assets	<u>\$ 152,867,188.22</u>	<u>\$ 154,504,730.14</u>	Total Liability and Earnings	<u>\$ 152,867,188.22</u>	<u>\$ 154,504,730.14</u>	

**COMMITTEE ASSIGNMENT:  
FINANCE  
FFY2020 GRANTS**

**RESOLUTION NO. 2019-09**

A resolution authorizing the filing of applications with the United States Department of Transportation, the Ohio Department of Transportation, Ohio EPA, and any other grant opportunity for FY 2020, or future fiscal year, under the Federal Transit Administration Act of 1964, as amended.

**WHEREAS**, the Secretary of Transportation is authorized to make grants for mass transportation projects and programs of projects; and the State of Ohio through its FY 2020 programs has made available funds to assist public transportation systems in Ohio; and

**WHEREAS**, the contracts for Federal financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of project and program costs; and

**WHEREAS**, the METRO Regional Transit Authority is the transit operator for Summit County, and is presently providing transit service and observing federal and state rules regarding these programs; and

**WHEREAS**, it is required by the U.S. Department of Transportation in accord with provisions of Title VI of the Civil Rights Act of 1964, that in connection with the filing of applications for assistance under the Federal Transit Administration Act of 1964, as amended, the applicant give an 'assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the U.S. Department of Transportation requirements there under; and

**WHEREAS**, it is the goal of the applicant that minority business enterprise be utilized to the fullest extent possible in connection with these projects and that definite procedures shall be established and administered to ensure that minority businesses shall have the maximum feasible opportunity to compete for contracts when procuring construction contracts, supplies, equipment contracts, or consultants and other services.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of the METRO Regional Transit Authority, that

1. The Executive Director/Secretary-Treasurer or his designee is authorized to execute and file applications on behalf of the METRO Regional Transit Authority with the U.S. and Ohio Departments of Transportation, to aid in the financing of capital, and planning assistance projects pursuant to Section 5307 of the Federal Transit Administration Act of 1964, as amended.

2. The Executive Director/Secretary-Treasurer and Legal Counsel or his/her Designee is authorized to execute and file with such applications an assurance or any other document required by the U.S. and Ohio Departments of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.
3. The Executive Director/Secretary-Treasurer is authorized to furnish such additional information as the U.S. Department of Transportation effectuating the purpose of Title VI of the Civil Rights Act of 1964.
4. The Executive Director/Secretary-Treasurer is authorized to set forth and execute affirmative minority business policies in connection with the projects procurement needs.
5. The Executive Director/Secretary-Treasurer is authorized to execute grant contract agreements on behalf of the METRO Regional Transit Authority with the U.S. and Ohio Departments of Transportation for the aid in the financing of the capital assistance projects.
6. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** September 24, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

**COMMITTEE ASSIGNMENT:  
FINANCE**

**RESOLUTION 2019-10**

A resolution updating METRO's Records Retention Policy first initiated within Resolution 1991-22.

WHEREAS, the Board of Trustees is responsible, pursuant to Section 306 of the Ohio Revised Code, to manage and conduct the affairs of the Authority in accordance with its Rules and Regulations; and

WHEREAS, such policy as attached entails statements of objectives and responsibilities, and a retention schedule; and

WHEREAS, said updated policy will be submitted to the State of Ohio Historical Society for review as the renewed official policy of the Authority; and

WHEREAS, having a clearly defined Records Retention Policy for the management of the Authority's records, will assist the board and staff in exercising their responsibilities.

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of the METRO Regional Transit Authority, that:

1. The revised Records Retention Policy as attached hereto is hereby adopted and supersedes 1991-22.
2. The Executive Director/Secretary-Treasurer of METRO is hereby authorized to forward this revised Record Retention Policy to the Ohio Historical Society for review and approval.
3. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** September 24, 2019

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**ROBERT DEJOURNETT,  
PRESIDENT**

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**DAWN DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

## **RECORDS MANAGEMENT POLICY**

### **I. SCOPE**

Records management is an administrative technique based on the planned control of records, whether in hard copy or machine accessible media.

METRO's Record Management Program will encompass the following areas:

- A. the surveying of records within the various departments of METRO on a continuing basis;
- B. the establishment of records retention periods based on operating, historical, research, audit, Ohio Revised Code and other applicable requirements;
- C. the designation of a records storage area for inactive records; and
- D. the creation of forms to be used for records management.

### **II. OBJECTIVES**

The overall objective of this Records Management Program is to provide for the effective scheduling, retention, retrieval, and deposition of all METRO records.

Specific objectives of this Program are to:

- A. identify each filing unit of records; determine the value of said records with respect to maintenance, retention, transfer, storage, microfilming, and other graphic technology and destruction;
- B. establish in-office, and total retention requirements for each filing unit based on operating, historical, research, audit, Ohio Revised Code, and other legal requirements;
- C. reduce operating cost through the economical storage of inactive records;
- D. assure prompt disposal of records as their retention periods expire;
- E. implement a system of retrieval that will provide efficient access to active and inactive records and specialty files;
- F. implement a vital records protection program by providing adequate protective facilities for records that are critical to the continuation or reestablishment of business should a major disaster occur;
- G. provide for a continuous evaluation of record keeping system, techniques, and technological advances; and
- H. comply with all appropriate Federal, State, and Local Laws and regulations.

### **III. RESPONSIBILITIES**

#### **A. Records Management Support Staff**

The records management support staff, consisting of the Executive Assistant, the Executive Director and the Direct of Finance and any of their designees, shall:

- administer the Records Management Program in conformity with governmental and legal requirements as well as METRO's operations, long-range, and historical needs to assure the development of retention schedules commensurate with these needs and requirements;
- publish and maintain the guidelines to be used for records management;
- determine the useful life of each type of record based on the needs and efficient operation of METRO;
- review each department's records maintenance, operations and make recommendations to assure compliance with records management policies and procedures;
- maintain control and disposal (with approval from the Ohio Historical Connection) of inactive records; and
- maintain liaison with governmental agencies, committee, and professional organizations to stay abreast of current regulations and new developments in the field of records management.

#### **B. Legal Counsel**

METRO's legal counsel shall:

- periodically review METRO's records retention schedule to verify that retention periods meet legal statutory requirements;
- advise appropriate department personnel and the records management staff of the need to hold records beyond their scheduled disposal date because of pending litigation, enforcement proceedings, or other matters covered by duly served process of any court or administrative authority; and
- review new records not specifically designated in METRO's record retention schedule to be submitted to the Ohio Historical Connection for approval for destruction.

### **IV. MAINTENANCE OF THE RECORDS MANAGEMENT PROGRAM**

#### **A. Record and Non-Record Materials**

Record material shall be any information, regardless of physical form or characteristic, that was created or received by METRO in the course of transacting its business and that is appropriate for preservation because of its evidentiary or informational value.

A record is any paper, book, photograph, microfilm, map, drawing, chart, card, magnetic tape/disk or any other form of electronic media, or any copy or printout thereof, which has been generated or received by METRO and has been used as evidence of activities and business transactions.

Non-record material shall be any information, which has no documentary or evidentiary value, and which need not be filed or retained once the transactions have been completed. Examples of such material may be:

- Extra copies of papers preserved only for convenience or reference;
- Processed or published materials received from other organizations which require no action and are not required for documentary purposes;
- Catalogs, trade journals, and other publications or papers received from other firms, which require no action and are not part of a case upon which action is taken by the firm;
- Shorthand notes and disks, which have been transcribed; or
- Informational copies of correspondence and other papers on which no administrative action is required.

## **B. Record Retention Requirements**

A retention period is a specific period of time during which records are to be retained to meet operating, historical, research, audit, Ohio Revised Code, and other legal requirements. The record retention schedule for METRO is attached as Exhibit A.

The Records Management Program also provides for the retention of information stored on other media besides paper, which would include microforms, and electronic processing tapes and disks. Appropriately established records retention periods are based on operating, historical, research, audit, Ohio Revised Code, and other legal requirements. Any one of the above can override the others for retention purposes. Therefore, the appropriate department head, METRO's record management staff, counsel, as well as the Ohio Historical Connection must approve records retention periods.

Disposal and destruction procedures are suspended for records in case of foreseeable pending or actual litigation or governmental investigation.

## **C. Keeping Records Retention Schedules Current**

Records will be evaluated on a continuing basis. Particular consideration must be given to the records retention schedules when procedural or retention changes occur. Activities relative to continuing evaluation include the following:

- The appropriately appointed individual within each department will advise the Records Management Staff when there is a change in the status of existing records;
- Records will be reviewed annually to keep retention periods current, to dispose of worthless records, and to retire inactive records to the records center;

- The records management staff will be responsible for updating the existing records survey analysis form whenever necessary. In some instances where extensive changes are required, it may be necessary to complete a new form; and
- Each department will review its records on an annual basis to:
  - Retain appropriate records in its office.
  - Retire to the records center inactive records that are to be retained.
  - Add new records to the retention schedules.
  - Delete discontinued records from the retention schedules.
  - Make modifications to the retention schedules when changes occur.
  - Send all changes and updates to the records management staff.

Revised 9-24-19

# METRO RECORD RETENTION SCHEDULE

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
ACCIDENT REPORTS/FILES	Report of personal or property damage involving a METRO vehicle, employee or passenger	Seven years
ACTIVITY REPORTS	Reports compiled to detail financial, statistical, and/or operational data	Three years
AGENDAS	A list of items to be discussed and/or acted upon during a meeting	Two years
ANNUAL OR PERIODIC INVENTORIES	Departmental inventory of all the materials, machinery, tools, and other supplies under the jurisdiction of each department	Three years
ANNUAL REPORTS	A report containing substantive information of operations, policies, procedures, and planning	Permanent
ATTENDANCE RECORDS	Documents employee attendance at work including leave requests	Seven years
AUDIOVISUAL, PUBLIC RELATIONS & TRAINING MATERIALS	Materials and resources compiled or created for presentations, public relations events and/or training exercises	Until information is superseded, obsolete, or replaced. Then appraise for historical value.
AUDIT REPORTS (FEDERAL, STATE & INTERNAL)	Financial examinations and reports issued by the Federal Government, Auditor of State, independent auditing agencies or conducted internally	Six years
BACKUP DATA	Computer generated backup tapes and data created, used and maintained for disaster recovery purposes	Retain for two system backup cycles then delete, erase or destroy data
BADGES AND IDs	Employee identification badges and keyless entry devices and related records	Confiscate upon employment termination or when obsolete, then destroy
BIDS (Successful)	Records documenting publicizing, hearing, and awarding quoted bids from vendors for services or merchandise including bonding information, specification sheets, bid forms and amounts, references, etc. Incorporate into contract file. O.R.C. 2305.06	Fifteen years
BIDS (Unsuccessful)	Bids not awarded.	Two years after awarding the contract.

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
BLANK FORMS	Obsolete, unneeded, or superseded forms stock.	Until obsolete or superseded
BLUE PRINTS / VELLUMS / DRAWINGS / TRACINGS / MYLARS		Until updated, superseded or obsolete. Then appraise for historical value.
A) Blueprints for METRO's buildings		Permanent
BOND DOCUMENTS		Retain for four years after the last bond has been retired.
BOND REGISTER		Seven years after final maturity of notes or bonds
BUDGET, ANNUAL DEPARTMENTAL/OFFICE	Fiscal allocation to a department or office for fiscal year	Three years
BUDGET PREPARATION DOCUMENTS (Working Papers)	Preparation documents used to create annual budgets	Two years
BULLETINS, POSTERS, AND NOTICES TO EMPLOYEES	Announcements and informational notices including unsolicited announcements related to job functions	Until no longer of administrative value
CLIENT FORMS OR SUBMISSIONS	Documents requesting services, applications, approvals by METRO and related information, public records requests, customer service documents	Six years
COMPLIANCE REPORTS	Standard reports required to be filed by regulatory agencies	Five years unless regulatory agency requires longer period
CONTINUING EDUCATION CERTIFICATIONS / CLASS / SEMINARS / TRAINING ATTENDANCE RECORDS	Includes professional licenses, certifications, trainings, and other documents noting advancement in education related to job position	Place in personnel file
CONTRACTS	Legal agreements with individuals, organizations, or entities to procure goods and/or services	Fifteen years, after expiration
COPIES OF RECORDS	Additional copies of records or images which are no longer required and serve no useful purpose	Until no longer of administrative value
DEMOGRAPHIC AND STATISTICAL DATA	All information relating to ridership, population, usage, etc.	Three years

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
CORRESPONDENCE	Messages sent and received by any media including letters, memoranda, faxes, e-mail messages, misc. communications, etc.	Retain according to content, ensure metadata retained
A) Transient	Communications which convey information of temporary importance in lieu of oral communication, i.e. drafts, meeting notices, etc. Referral letters, requests for routine information or publications provided to the public by an agency which are answered by standard form letters	Until no longer of administrative value
B) General	Requests for information pertaining to interpretations and other miscellaneous inquiries; informative – does not attempt to influence policy. Including copies of outgoing correspondence maintained for reference purposes.	Two years
C) Substantive	Correspondence of the executive staff of METRO dealing with significant aspects of administration. Includes information concerning policies, procedures, program, fiscal and personnel matters.	Five years; file with related records if content requires longer retention. Then appraise for historical value
DELIVERY SLIPS / PACKING SLIPS	Documents received when accepting goods from a carrier or vendor	Until no longer of administrative value
DIRECTORIES / LISTS / ROSTERS	Lists including such information as employee phone numbers, e-mail addresses, staff roster, committee membership, assignments, schedules.	Until superseded, obsolete, or replaced
DISASTER PLANS (Continuity of Operations Plan, Business Continuity Plan)	Documents plans and procedures to protect and reestablish county operations in the event of a disaster	Until updated or superseded
DISCIPLINARY HEARINGS	A proceeding where an issue of employee discipline is heard and evidence is presented to help determine the issue.	
A) Audio and video recordings		Two years
B) Report of proceedings		Place in personnel file
C) Transcripts		Five years

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
DRAFTS / TRANSIENT RECORDS	Preliminary working documents and other documents which serve to convey information of temporary importance in lieu of oral communication	Until no longer of administrative value
DRIVER LOGS	Anything created by Drivers related to routes	Six years
DRUG AND ALCOHOL TESTING INFORMATION		Five years
EMPLOYMENT APPLICATIONS / RESUMES-SUCCESSFUL	Application submissions by individuals chosen for employment	Place in personnel file
EMPLOYMENT APPLICATIONS / RESUMES – UNSUCCESSFUL – NOT HIRED	Application submissions for open job positions not chosen for employment. Includes unsolicited resumes.	Six years
EMPLOYMENT GENERAL INFORMATION	Includes EEO-1 Report, Employee Eligibility Verification, Safety, FMLA and similar information	Permanent
EMPLOYEE EVALUATIONS	Records used to measure employee work performance	Place in personnel file
EQUIPMENT MAINTENANCE RECORDS	Files documenting ownership, warranties, routine maintenance and repair of county owned equipment	Life of the equipment, plus two years
FAX		
A) Documentation	Fax machine generated cover sheets, confirmation notices and buffer printouts	Until no longer of administrative value
B) Logs	Register of fax messages sent and received	One year
C) Messages	Communications sent and received using a fax machine	Treat as correspondence
FEE SCHEDULES	Fees for goods or services provided by the county	Until updated, superseded, or obsolete

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
FINANCIAL RECORDS	Records pertaining to financial transactions including accounts receivable and accounts payable; bank statements; pay-ins to treasury; purchase orders; requisitions; invoices; checks; bill schedules (listings of warrants to be paid); detail reports (checks written during month, current line item balances); cash and account books; receipts; canceled checks; vouchers; appropriation adjustments; transfers; encumbered and unencumbered amounts; and remaining balances; monthly expenditures statements; petty cash; IRS reporting forms and schedules	Four years provided audited, otherwise seven years
FUEL USAGE RECORDS		Three years
GRANT APPLICATION (Not Funded)		One year
GRANT FILES	Documents the application, evaluation, awarding, monitoring, and tracking of grants received	Maintain records as required by grant; if retention unspecified, seven years provided all State or Federal audits have been conducted, the audit reports released and all litigation, claims, or audit findings have been resolved
IMAGE FILE	Visual documentation of a person, place or event	Until no longer of administrative value / appraise for historical value
INFORMATION TECHNOLOGY	Documentation related to hardware, software, applications, operating, testing, maintaining, etc.	Life of system involved plus five years
INSURANCE POLICIES	Documents listing terms and conditions between METRO and insurance providers	Three years after expiration, provided all claims settled and appeals exhausted
INSURANCE RECORDS	Fiscal and administrative records generated in the administration of insurance policies	Three years after expiration of associated policy, provided all claims settled and appeals exhausted
JOB DESCRIPTIONS	Documents detailing the classification, needed experience / education / physical requirements, and duties by position title	Five years after superseded or classification abolished
LEGAL ADVERTISEMENTS / NOTICES	Legal announcements to inform the public of meetings, hearings, bids, auctions or other events	Two years or until superseded
LEGAL ADVICE	Documents containing advise received from METRO'S counsel	Permanent

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
LICENSES, PERMITS, CERTIFICATIONS	Documents affirming requirements being met as prescribed by issuing agency	One year after expiration
LITIGATION RECORDS	Records related to legal claims against an office and subsequent legal actions and court proceedings	Five years after case is closed and appeals are exhausted
MAIL	Communication received from other agencies, commercial entities, and outside institutions or individuals for general information purposes	Until no longer of administrative value
MAILING LISTS	List of individuals and addresses for mail distribution	Until updated, superseded or obsolete
MANAGEMENT AND OPERATIONS REPORTS	Reports and/or feasibility studies including statistical analysis created to assess functions, projects and programs	Five years
MANUALS, HANDBOOKS	Documents related to activities and operation of department, office, agency, etc. May include rules regarding behavior, instructions of operating equipment, policies, procedures, processes, etc.	Until superseded, obsolete, or replaced. Then appraise for historical value
MATERIAL SAFETY DATA SHEETS	Information about properties of chemicals, including physical data, toxicity, first aid, storage, disposal processes, etc.	Until superseded
MEETING NOTICES	Notices posted publicly showing the time, place, and subject of upcoming meetings of boards, commissions, agencies, etc.	One year
MEMORANDA	Internal communication	Use correspondence period
MINUTES OF MEETINGS		
Official Copy	Official copy of proceedings of regular and special meetings	Permanent
Audio and video recordings		Retain until transcribed into hard copy and approved
OFFICIALS' BONDS	Surety bond for any employee to help ensure responsible execution of job duties	Ten years after expiration

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
ORGANIZATIONAL CHART (TABLE OF ORGANIZATION)	A diagram that shows the structure of an organization and the relationships and relative ranks of its parts and positions/jobs	Until superseded
PAYROLL RECORDS	Department copies including but not limited to time sheets, overtime documentation records, and timecards	Two years
PERSONNEL FILES		
A) Employment files	Documentation of service throughout the duration of an individual's employment	Five years after employee terminates purge extraneous records. Retain retirement, waiver, service record and leave records
B) Employee Medical Records	Records pertaining to employee's medical insurance, conditions, etc., as they relate to employee's employment, includes HIPPA, FMLA information	Seven years
C) Employee Retirement Records	Records relating to employee's retirement plan and contributions made by METRO	Permanent
PLATS AND MAPS	Renderings noting locations and/or boundary lines	Permanent
PRESS/NEWS RELEASES	Information disseminated to the public through media outlets.	Until no longer of administrative value/appraise for historical value
PROFESSIONAL ASSOCIATION RECORDS	Documents from associations related to an employee's job functions that enhance job performance and knowledge, inform of events, or provide general information about the association.	Until no longer of administrative value
PROJECT PLANS/DRAWINGS	Written plans or pictorial diagrams for a work related project or program	Life of project or until obsolete. Then appraise for historical or operational value
PUBLIC HEARINGS	A proceeding where an issue of law or fact is heard and evidence is presented to help determine the issue	
A) Audio and video recordings		One year
B) Report of proceedings		Permanent

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
C) Transcripts		Five years
PUBLICATIONS (created by the local government)	Brochures and promotional material created by county agencies to inform the public of services and functions	Until superseded or obsolete. Retain one copy permanently
REAL PROPERTY	Any information relating to any property owned or leased by METRO	Permanent
RECORDS INVENTORY	A detailed listing of the types, locations, dates, volumes, equipment, and usage data of public records	Until superseded
RECORDS REQUESTS	Requests to inspect and review public records	Three years
RECORDS RETENTION AND DISPOSITION FORMS	Records and forms documenting the retention and disposition of the records of an office.	Permanent
RESEARCH RECORDS	Collected information from a variety of sources to learn about events, legislative actions, programs, or compiled for the purpose of comparing and contrasting options, equipment, and/or plans of action.	Until no longer of administrative, fiscal, or legal value
RESOLUTIONS	Written notices officially documenting policy development and decisions	Until no longer of administrative value
SCRAPBOOKS	Compilation of materials for retention of institutional memory	Appraise for historical value
SERVICE REQUESTS	Written requests and tracking logs seeking services, assistance, etc. May include response and/or action taken.	Until no longer of administrative value
SPECIAL TAX RECORDS	Including checks, receipts, vouchers and other documentation relating to tax monies	Four years
SPEECHES / PRESENTATIONS	Written and/or recorded materials distributed when speaking to a group or press conference concerning an office and/or its operations	Until no longer of administrative value/appraise for historical value
STATEMENTS OF QUALIFICATIONS	Submitted by firms wishing to provide professional services	Two years

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
SURVEILLANCE TAPES / VIDEOS	Footage documenting daily actions of employees and visitors within an office and on its grounds for security purposes	Use for two recording cycles then reuse provided no action pending
SURVEYS & QUESTIONNAIRES	Records collected from employees or public to assess how an event or program is perceived to determine if improvements or changes should be made	Until no longer of administrative value
TELEPHONE RECORDS		
	A) Messages for recipients received via telephone	Until no longer of administrative value
	B) Logs- track incoming call	6 months
TRAINING FILES	Documentation of employee training	Place in personnel file
TRAVEL REQUESTS / EXPENSE REPORTS	Requests for reimbursement for employee travel	Three years
UNIFORM RECORD	Records tracking the management of uniforms provided by METRO	Five years
VEHICLE MAINTENANCE RECORDS	Records noting repairs to and routine maintenance of METRO owned vehicles	Two years or vehicle is sold or disposed of
VEHICLE MILEAGE RECORDS	Log of mileage and expenses incurred in county-owned vehicles	Two years or vehicle is sold or disposed of
VEHICLE RECORDINGS	Footage documenting daily activity	30 days unless incident, then kept until destruction authorized
VISITORS' LOG OR SIGN-IN SHEETS	Registers or logs used to track visitors visiting an office	One year
WORK ORDERS	Requests asking for maintenance, assistance and/or services	One year

<b>Record Series</b>	<b>Description</b>	<b>Retention</b>
WORK SCHEDULES	Schedules noting working hours for employees	Until no longer of administrative value
WORKERS' COMPENSATION CLAIMS	Files covering claims made by employee for Workers Compensation benefits; includes claim, investigation, hearings, results, requirements, terms and conditions, etc.	10 years after last activity
NET - NON EMERGENCY TRANSPORTATION THRU DEPARTMENT OF JOB AND FAMILY SERVICES AND STATE MEDICAID	Contract, audits, eligibility paperwork,	4 years
TITLE III TRANSPORTATION - THRU DIRECTION HOME AND OHIO DEPARTMENT OF AGING	Contract, annual audits, eligibility paperwork	5 years
ADA CLIENTS - AMERICANS WITH DISABILITIES ACT	(Hard Copy) Applications, Functional Assessments, Eligibility Notification	Inactive files destroy after 2 years. Destroy 3 months after confirmed date of death.
PARATRANSIT CLIENTS - NON ADA	Eligibility paperwork, applications, correspondence	Scan and attach to electronic file in the cloud. Destroy after scanned.
TICKET SALES	Client and Agency Ticket Sale files by year sold.	3 years
SERVICE DESK REPORTS	Non Service requested compliments or concerns.	3 years

**COMMITTEE ASSIGNMENT:  
FINANCE**

**RESOLUTION NO. 2019-11**

A resolution authorizing the disposal or transfer of certain assets owned by the METRO Regional Transit Authority.

**WHEREAS**, pursuant to the Authority's Property Disposition Procedures revised December 2018, and

**WHEREAS**, the following listed items no longer have a useful life and will be advertised and disposed of:

<b>Vehicle Number</b>	<b>Description</b>	<b>Vehicle Number</b>	<b>Description</b>
M01	2012 CNG Paratransit Van	1501	2006 40 Ft. Gillig Diesel Bus
M02	2012 CNG Paratransit Van	1502	2006 40 Ft. Gillig Diesel Bus
M03	2012 CNG Paratransit Van	1503	2006 40 Ft. Gillig Diesel Bus
M04	2012 CNG Paratransit Van	1504	2006 40 Ft. Gillig Diesel Bus
M06	2012 CNG Paratransit Van	1505	2006 40 Ft. Gillig Diesel Bus
M07	2012 CNG Paratransit Van	1506	2006 40 Ft. Gillig Diesel Bus
M08	2012 CNG Paratransit Van	1507	2006 40 Ft. Gillig Diesel Bus
M09	2012 CNG Paratransit Van	1508	2006 40 Ft. Gillig Diesel Bus
M10	2012 CNG Paratransit Van	1509	2006 40 Ft. Gillig Diesel Bus

**NOW, THEREFORE, BE IT RESOLVED**, by the Board of Trustees of METRO Regional Transit Authority that:

1. The Executive Director/Secretary-Treasurer is hereby authorized to dispose of such items.
2. The Executive Director/Secretary-Treasurer is hereby authorized to trade in any vehicle for a similar item for a fair and reasonable price.
3. The Executive Director/Secretary-Treasurer is hereby authorized to dispose of any remaining items as established within the Authority's approved Disposition Policy.
4. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** September 24<sup>th</sup>, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**

# Planning / Marketing / Rail Committee

## Planning / Marketing / Rail Committee

Chair: Donald Christian

Renee Greene

Gary Spring

Leadership Team Members: Valerie Shea, Molly Becker

**July 2019**  
**Performance Reports**  
**Combined Service**

Current Month			Year to Date		
2019	2018	Percentage Changed	2019	2018	Percentage Changed
<b>Service Day Data</b>					
22	21	4.76%	Weekdays Operated	149	149
4	4	0.00%	Saturdays Operated	30	30
4	5	-20.00%	Sundays Operated	30	30
<b>Passenger Data</b>					
392,424	402,502	-2.50%	Total Passengers	2,838,565	2,916,105
15,467	16,430	-5.86%	Average Weekday Passengers	16,481	16,972
7,210	7,426	-2.91%	Average Saturday Passengers	7,335	7,350
4,413	4,324	2.05%	Average Sunday Passengers	4,037	4,141
<b>Service Level Data</b>					
632,447	602,710	4.93%	Total Vehicle Miles	4,208,967	4,156,894
514,612	495,850	3.78%	Total Vehicle Revenue Miles	3,512,188	3,522,381
0.7626	0.8117	-6.06%	Average Passengers per Vehicle Revenue Mile	0.8082	0.8279
43,077	40,377	6.69%	Total Vehicle Hours	292,034	288,729
38,578	36,243	6.44%	Total Vehicle Revenue Hours	260,815	259,273
10.1722	11.1056	-8.41%	Average Passengers per Vehicle Revenue Hour	10.8835	11.2473
<b>Financial Data</b>					
\$184,406	\$164,883	11.84%	Cash Fares	\$1,206,574	\$1,279,459
\$125,039	\$121,024	3.32%	Ticket and Pass Revenue	\$912,685	\$845,858
\$78,457	\$115,119	-31.85%	Other Fare Related Revenue	\$624,330	\$939,852
10.5%	11.1%	-4.98%	Percentage Total Farebox Recovery	9.0%	10.1%
\$8.81	\$18.20	-51.61%	Average Cost per Vehicle Revenue Mile	\$8.72	\$8.58
\$117.50	\$249.04	-52.82%	Average Cost per Vehicle Revenue Hour	\$117.42	\$116.52
\$11.55	\$22.42	-48.49%	Average Cost per Passenger	\$10.79	\$10.36
<b>Safety Data</b>					
6	5	20.00%	Preventable Accidents	26	27
7	3	133.33%	Nonpreventable Accidents	49	39
13	8	62.50%	Total Accidents	75	66

**July 2019**  
**Performance Reports**  
**SCAT/ADA Paratransit Service**

**Current Month**

2019

2018

Percentage  
Changed

**Year to Date**

2019

2018

Percentage  
Changed

**Service Day Data**

22	21	4.76%	Weekdays Operated	149	149	0.00%
4	4	0.00%	Saturdays Operated	30	30	0.00%
4	5	-20.00%	Sundays Operated	30	30	0.00%

**Passenger Data**

23,024	22,275	3.36%	Total Passengers	157,859	159,807	-1.22%
767	743	3.36%	Average Passengers per Day	755	765	-1.22%
83.75	79.25	5.68%	Average Saturday ADA Passengers	83.0	75.3	10.13%
39.25	44.00	-10.80%	Average Sunday ADA Passengers	38.1	36.0	5.93%
61.50	53.80	14.31%	Average Total ADA Passengers	61.4	54.3	13.09%
5,079	5,873	-13.52%	Total Purchased Transportation Pass.	37,728	39,310	-4.02%

**Service Level Data**

145,977	134,916	8.20%	Total METRO Vehicle Miles	993,661	987,956	0.58%
55,554	58,925	-5.72%	Total Purchased Trans. Vehicle Miles	391,213	385,304	1.53%
201,531	193,841	3.97%	Total Vehicle Miles	1,384,874	1,373,260	0.85%
166,336	159,783	4.10%	Total Revenue Miles	1,133,194	1,134,655	-0.13%
0.13842	0.13941	-0.71%	Average Pass. per Revenue Vehicle Mile	0.1393	0.1408	-1.09%
13,801	12,634	9.24%	Total Vehicle Hours	93,647	91,661	2.17%
11,215	10,326	8.61%	Total Vehicle Revenue Hours	75,709	75,138	0.76%
2.0530	2.1572	-4.83%	Average Pass. per Vehicle Revenue Hour	2.0851	2.1268	-1.96%
92%	91%	1.10%	On-time Performance - METRO	90%	90%	-0.32%
93%	92%	1.09%	On-time Performance - Purchased Transportation	92%	90%	2.21%

**Financial Data**

\$46,971	\$45,357	3.56%	Cash Fares	\$322,136	\$325,368	-0.99%
\$6,253	\$8,347	-25.09%	Ticket and Pass Revenue	\$40,829	\$44,637	-8.53%
\$70,123	\$106,786	-34.33%	Other Fare Related Revenue	\$435,522	\$699,134	-37.71%
14.5%	20.0%	-27.83%	Percentage Total Farebox Recovery	13.5%	18.8%	-28.22%
\$5.97	\$5.89	1.41%	Average Cost per Vehicle Revenue Mile - METRO	\$6.05	\$5.74	5.28%
\$3.07	\$3.19	-3.80%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.29	\$3.28	0.28%
\$83.86	\$86.62	-3.18%	Average Cost per Vehicle Revenue Hour - METRO	\$85.83	\$83.82	2.40%
\$52.79	\$55.39	-4.69%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$56.39	\$53.95	4.53%
\$39.29	\$38.77	1.34%	Average Cost per Passenger - METRO	\$39.90	\$37.96	5.11%
\$29.18	\$28.14	3.67%	Average Cost per Passenger - Purchased Transportation	\$29.69	\$28.22	5.19%
3.0	2.5	20.00%	Average Small Bus Age	3.0	2.5	20.00%

**Safety Data**

1	1	0.00%	Preventable Accidents	7	9	-22.22%
1	1	0.00%	Nonpreventable Accidents	11	8	37.50%
2	2	0.00%	Total Accidents	18	17	4.94%

**July 2019**  
**Performance Reports**  
**Line Service**

Current Month			Year to Date		
2019	2018	Percentage Changed	2019	2018	Percentage Changed

**Service Day Data**

22	21	4.76%	Weekdays Operated	149	149	0.00%
4	4	0.00%	Saturdays Operated	30	30	0.00%
4	5	-20.00%	Sundays Operated	30	30	0.00%

**Passenger Data**

369,400	380,227	-2.85%	Total Passengers	2,680,706	2,756,298	-2.74%
14,700	15,688	-6.30%	Average Weekday Passengers	15,726	16,207	-2.97%
7,127	7,347	-3.00%	Average Saturday Passengers	7,252	7,275	-0.32%
4,374	4,280	2.18%	Average Sunday Passengers	3,999	4,105	-2.57%

**Service Level Data**

430,916	408,869	5.39%	Total Vehicle Miles	2,824,093	2,783,634	1.45%
348,276	336,067	3.63%	Total Vehicle Revenue Miles	2,378,994	2,387,726	-0.37%
350,555	338,062	3.70%	Total Scheduled Vehicle Revenue Miles	2,395,881	2,393,573	0.10%
1.0538	1.1247	-6.31%	Average Passenger per Revenue Vehicle Mile	1.1268	1.1544	-2.39%
29,276	27,743	5.53%	Total Vehicle Hours	198,387	197,068	0.67%
27,363	25,917	5.58%	Total Vehicle Revenue Hours	185,106	184,135	0.53%
27,363	25,917	5.58%	Total Scheduled Vehicle Revenue Hours	185,106	184,135	0.53%
13.5000	14.6709	-7.98%	Average Passenger per Vehicle Revenue Hour	14.4820	14.9689	-3.25%
79%	78%	0.38%	On-time Performance	78%	79%	-0.40%

**Financial Data**

\$137,436	\$119,526	14.98%	Cash Fares	\$884,438	\$954,091	-7.30%
\$118,786	\$112,677	5.42%	Ticket and Pass Revenue	\$871,856	\$801,221	8.82%
\$8,333	\$8,333	0.00%	Other Fare Related Revenue	\$188,808	\$240,718	-21.56%
7.2%	6.7%	8.04%	Percentage Total FareBox Recovery	7.9%	8.1%	-3.27%
\$10.50	\$10.69	-1.83%	Average Cost per Vehicle Revenue Mile	\$10.39	\$10.27	1.12%
\$134.47	\$139.47	-3.58%	Average Cost per Vehicle Revenue Hour	\$133.49	\$133.20	0.22%
\$9.96	\$9.51	4.78%	Average Cost per Passenger	\$9.22	\$8.90	3.59%
4.9	4.9	0.00%	Average Big Bus Age	4.9	4.9	0.00%

**Safety Data**

5	4	25.00%	Preventable Accidents	19	18	5.56%
6	2	200.00%	Nonpreventable Accidents	38	31	22.58%
11	6	83.33%	Total Accidents	57	49	15.66%

**July 2019**  
**Line Service Categories**

**Current Month**

**Year to Date**

2019	2018	Percentage Changed	URBAN (1 - 34)	2019	2018	Percentage Changed
330,294	344,986	-4.26%	Total Monthly Passengers	2,402,087	2,476,883	-3.02%
30	30	0.00%	Service Days	209	209	0.00%
11,009.8	11,499.5	-4.26%	Average Daily Passengers	11,493.2	11,851.1	-3.02%
16.5116	17.8059	-7.27%	Passengers per Vehicle Hour	17.4429	18.0452	-3.34%
1.4239	1.5543	-8.39%	Passengers per Vehicle Mile	1.5070	1.5771	-4.45%
\$7.66	\$7.31	4.80%	Total Operating Cost Per Passenger	\$7.12	\$6.84	4.14%
<b>SUBURBAN (101-104, 110)</b>						
12,133	11,369	6.72%	Total Monthly Passengers	82,236	81,349	1.09%
22	21	4.76%	Service Days	149	149	0.00%
551.5	541.4	1.87%	Average Daily Passengers	551.9	546.0	1.08%
4.72	4.63	1.94%	Passengers per Vehicle Hour	4.7213	4.6670	1.16%
0.20	0.19	4.50%	Passengers per Vehicle Mile	0.1976	0.1906	3.69%
\$31.77	\$33.94	-6.39%	Total Operating Cost Per Passenger	\$31.54	\$32.15	-1.91%
<b>EXPRESS (60 &amp; 61)</b>						
7,304	7,526	-2.95%	Total Monthly Passengers	49,252	53,831	-8.51%
22	21	4.76%	Service Days	149	149	0.00%
332.0	358.4	-7.37%	Average Daily Passengers	330.6	361.3	-8.50%
7.6882	8.2799	-7.15%	Passengers per Vehicle Hour	7.6546	8.3317	-8.13%
0.3031	0.3272	-7.36%	Passengers per Vehicle Mile	0.3018	0.3300	-8.56%
\$22.18	\$21.22	4.49%	Total Operating Cost Per Passenger	\$22.31	\$20.24	10.25%
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>						
7,004	6,418	9.13%	Total Monthly Passengers	44,761	41,673	7.41%
30	30	0.00%	Service Days	209	209	0.00%
233.5	213.9	9.16%	Average Daily Passengers	214.2	199.4	7.42%
3.1227	3.9405	-20.76%	Passengers per Vehicle Hour	3.5279	3.6147	-2.40%
0.2951	0.2858	3.24%	Passengers per Vehicle Mile	0.2801	0.2622	6.84%
\$38.88	\$36.17	7.49%	Total Operating Cost Per Passenger	\$37.05	\$37.59	-1.43%
<b>DASH (54)</b>						
5,390	6,831	-21.10%	Total Monthly Passengers	67,197	80,736	-16.77%
22	21	4.76%	Service Days	149	149	0.00%
245.0	325.3	-24.68%	Average Daily Passengers	451.0	541.9	-16.77%
5.5577	7.3789	-24.68%	Passengers per Vehicle Hour	10,2303	12,2915	-16.77%
0.7502	0.9932	-24.47%	Passengers per Vehicle Mile	1.3809	1.6545	-16.54%
\$10.97	\$8.58	27.86%	Total Operating Cost Per Passenger	\$6.10	\$5.04	21.00%
<b>GROCERY (91 - 95)</b>						
1,758	1,651	6.48%	Total Monthly Passengers	13,127	10,298	27.47%
22	21	4.76%	Service Days	149	149	0.00%
79.90	78.60	1.65%	Average Daily Passengers	88.1	69.1	27.50%
7.0550	6.7251	4.91%	Passengers per Vehicle Hour	7.4899	5.8537	27.95%
1.1522	1.1237	2.53%	Passengers per Vehicle Mile	1.2920	1.0213	26.51%
\$53.85	\$53.98	-0.24%	Total Operating Cost Per Passenger	\$51.15	\$60.63	-15.65%
<b>Sunday Line Service</b>						
17,494	21,400	-18.25%	Total Monthly Passengers	119,975	123,139	-2.57%
4	5	-20.00%	Service Days	30	30	0.00%
4,373.5	4,280.0	2.18%	Average Daily Passengers	3,999.2	4,104.6	-2.57%
13.64	13.79	-1.13%	Passengers per Vehicle Hour	12.76	13.23	-3.55%
1.2201	1.2067	1.12%	Passengers per Vehicle Mile	1.1175	1.1573	-3.44%
\$7.45	\$7.76	-4.00%	Total Operating Cost Per Passenger	\$8.26	\$7.91	4.46%
<b>Saturday Line Service</b>						
28,506	29,388	-3.00%	Total Monthly Passengers	217,558	218,248	-0.32%
4	4	0.00%	Service Days	30	30	0.00%
7,126.5	7,347.0	-3.00%	Average Daily Passengers	7,251.9	7,274.9	-0.32%
15.1854	16.1822	-6.16%	Passengers per Vehicle Hour	15,8208	16,0235	-1.27%
1.3213	1.3764	-4.00%	Passengers per Vehicle Mile	1.3472	1.3632	-1.17%
\$0.00	\$6.57	-100.00%	Total Operating Cost Per Passenger	\$4.72	\$6.51	-27.48%
<b>Call-A-Bus</b>						
103	94	9.57%	Total Monthly Passengers	831	779	6.68%
<b>U of A ZipCard</b>						
14,374	11,191	28.44%	Total Monthly Passengers	110,523	115,802	-4.56%
<b>Akron Public Schools ID Cards</b>						
13,842	12,041	14.96%	Total Monthly Passengers	223,546	258,310	-13.46%
<b>Howe Avenue Shuttle</b>						
2,476	-	-	Total Monthly Passengers	5,030	-	-

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY REPORT OF OPERATIONS**

July 2019

ROUTE # / DESCRIPTION				EXPENSE			TOTAL PASSEN- GERS	PASSENGERS			NET COST PER PASSENGER:			FAREBOX RECOVERY				
	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model		REV HOURS	MILES	VEHICLES	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model		
1 West Market	\$ 16,433	\$ 13,741	\$ 30,174	\$ 253,771	\$ 222,664	\$ 220,905	42,441	1,887	21,213	6	22.5	2.00	\$ 5.27	\$ 4.54	\$ 4.49	11.9%	13.6%	13.7%
2 Arlington	\$ 17,829	\$ 14,041	\$ 31,870	\$ 226,177	\$ 213,683	\$ 203,851	43,369	1,682	20,357	6	25.8	2.13	\$ 4.48	\$ 4.19	\$ 3.97	14.1%	14.9%	15.6%
3 Copley/Hawkins	\$ 9,306	\$ 6,648	\$ 15,955	\$ 149,787	\$ 124,363	\$ 138,856	20,535	1,114	11,848	5	18.4	1.73	\$ 6.52	\$ 5.28	\$ 5.98	10.7%	12.8%	11.5%
4 Delia/N Hawkins	\$ 4,073	\$ 2,372	\$ 6,445	\$ 68,802	\$ 64,625	\$ 76,393	7,327	512	6,157	4	14.3	1.19	\$ 8.51	\$ 7.94	\$ 9.55	9.4%	10.0%	8.4%
5 East Market/Ellet	\$ 3,288	\$ 2,453	\$ 5,741	\$ 81,500	\$ 94,024	\$ 81,965	7,577	606	8,958	3	12.5	0.85	\$ 10.00	\$ 11.65	\$ 10.06	7.0%	6.1%	7.0%
6 E. Market/Lakemore	\$ 5,754	\$ 5,980	\$ 11,734	\$ 134,085	\$ 142,798	\$ 133,222	18,469	997	13,604	5	18.5	1.36	\$ 6.62	\$ 7.10	\$ 6.58	8.8%	8.2%	8.8%
7 Cuyahoga Falls Ave	\$ 4,167	\$ 3,808	\$ 7,976	\$ 115,177	\$ 90,302	\$ 106,883	11,763	857	8,603	4	13.7	1.37	\$ 9.11	\$ 7.00	\$ 8.41	6.9%	8.8%	7.5%
8 Kenmore/Barberton	\$ 8,958	\$ 6,361	\$ 15,318	\$ 134,654	\$ 132,158	\$ 125,059	19,647	1,001	12,591	4	19.6	1.56	\$ 6.07	\$ 5.95	\$ 5.59	11.4%	11.6%	12.2%
9 Wooster/East Ave	\$ 5,191	\$ 3,733	\$ 8,924	\$ 92,787	\$ 82,182	\$ 86,259	11,531	690	7,829	3	16.7	1.47	\$ 7.27	\$ 6.35	\$ 6.71	9.6%	10.9%	10.3%
10 Howard/Portage Tr	\$ 7,627	\$ 6,066	\$ 13,693	\$ 143,435	\$ 140,409	\$ 138,061	18,736	1,067	13,377	5	17.6	1.40	\$ 6.92	\$ 6.76	\$ 6.64	9.5%	9.8%	9.9%
11 South Akron	\$ 1,092	\$ 730	\$ 1,822	\$ 32,987	\$ 28,381	\$ 30,079	2,254	245	2,704	1	9.2	0.83	\$ 13.83	\$ 11.78	\$ 12.54	5.5%	6.4%	6.1%
12 Tallmadge Hill	\$ 4,054	\$ 4,015	\$ 8,069	\$ 123,842	\$ 92,315	\$ 118,741	12,401	921	8,795	5	13.5	1.41	\$ 9.34	\$ 6.79	\$ 8.92	6.5%	8.7%	6.8%
13 Grant/Firestone	\$ 5,231	\$ 4,567	\$ 9,798	\$ 102,868	\$ 75,622	\$ 97,431	14,106	765	7,204	4	18.4	1.96	\$ 6.60	\$ 4.67	\$ 6.21	9.5%	13.0%	10.1%
14 Euclid/Barberton	\$ 9,578	\$ 7,188	\$ 16,766	\$ 214,209	\$ 203,228	\$ 188,678	22,201	1,593	19,361	5	13.9	1.15	\$ 8.89	\$ 8.40	\$ 7.74	7.8%	8.2%	8.9%
17 Brown/Inman	\$ 6,908	\$ 4,819	\$ 11,727	\$ 121,802	\$ 105,564	\$ 119,886	14,885	906	10,057	5	16.4	1.48	\$ 7.40	\$ 6.30	\$ 7.27	9.6%	11.1%	9.8%
18 Thornton/Manchester	\$ 6,131	\$ 4,161	\$ 10,292	\$ 102,492	\$ 109,196	\$ 103,023	12,851	762	10,403	4	16.9	1.24	\$ 7.17	\$ 7.70	\$ 7.22	10.0%	9.4%	10.0%
19 Eastland	\$ 5,627	\$ 4,376	\$ 10,003	\$ 114,393	\$ 87,642	\$ 105,983	13,515	851	8,350	4	15.9	1.62	\$ 7.72	\$ 5.74	\$ 7.10	8.7%	11.4%	9.4%
21 South Main	\$ 736	\$ 756	\$ 1,491	\$ 27,119	\$ 20,552	\$ 25,430	2,334	202	1,958	1	11.6	1.19	\$ 10.98	\$ 8.17	\$ 10.26	5.5%	7.3%	5.9%
24 Lakeshore	\$ 1,419	\$ 1,128	\$ 2,546	\$ 34,367	\$ 24,405	\$ 36,810	3,483	256	2,325	2	13.6	1.50	\$ 9.14	\$ 6.28	\$ 9.84	7.4%	10.4%	6.9%
26 Exchange/Whitepond	\$ 2,116	\$ 1,646	\$ 3,762	\$ 69,877	\$ 63,718	\$ 63,554	5,084	520	6,070	2	9.8	0.84	\$ 13.00	\$ 11.79	\$ 11.76	5.4%	5.9%	5.9%
28 Merriman Valley	\$ 821	\$ 768	\$ 1,589	\$ 53,301	\$ 48,748	\$ 58,298	2,371	396	4,644	3	6.0	0.51	\$ 21.81	\$ 19.89	\$ 23.92	3.0%	3.3%	2.7%
30 Goodyear/Darrow	\$ 4,101	\$ 2,937	\$ 7,038	\$ 97,490	\$ 90,107	\$ 90,270	9,070	725	8,584	3	12.5	1.06	\$ 9.97	\$ 9.16	\$ 9.18	7.2%	7.8%	7.8%
33 State Rd/Wyoga Lake	\$ 1,841	\$ 1,560	\$ 3,401	\$ 50,486	\$ 55,010	\$ 51,156	4,819	375	5,241	2	12.8	0.92	\$ 9.77	\$ 10.71	\$ 9.91	6.7%	6.2%	6.6%
34 Cascade Village/Uhler	\$ 4,552	\$ 3,084	\$ 7,636	\$ 144,582	\$ 123,184	\$ 129,086	9,525	1,075	11,736	4	8.9	0.81	\$ 14.38	\$ 12.13	\$ 12.75	5.3%	6.2%	5.9%
50 Montrose Circulator	\$ 618	\$ 616	\$ 1,234	\$ 63,965	\$ 60,786	\$ 66,369	1,903	476	5,791	3	4.0	0.33	\$ 32.96	\$ 31.29	\$ 34.23	1.9%	2.0%	1.9%
51 Stow Circulator	\$ 542	\$ 453	\$ 996	\$ 61,338	\$ 80,985	\$ 61,742	1,400	456	7,715	2	3.1	0.18	\$ 43.10	\$ 57.14	\$ 43.39	1.6%	1.2%	1.6%
53 Portage/Graham	\$ 1,284	\$ 727	\$ 2,011	\$ 58,873	\$ 65,837	\$ 64,382	2,244	438	6,272	3	5.1	0.36	\$ 25.34	\$ 28.44	\$ 27.79	3.4%	3.1%	3.1%
54 DASH Downtown	\$ -	\$ -	\$ -	\$ 130,418	\$ 75,420	\$ 112,872	5,390	970	7,185	4	5.6	0.75	\$ 24.20	\$ 13.99	\$ 20.94	0.0%	0.0%	0.0%
59 Chapel Hill Circulator	\$ 632	\$ 472	\$ 1,104	\$ 105,863	\$ 40,857	\$ 79,818	1,457	787	3,892	2	1.9	0.37	\$ 71.90	\$ 27.28	\$ 54.02	1.0%	2.7%	1.4%
60 NC Express Chapel Hill	\$ 632	\$ 362	\$ 994	\$ 22,435	\$ 48,540	\$ 34,279	1,118	167	4,624	2	6.7	0.24	\$ 19.18	\$ 42.53	\$ 29.77	4.4%	2.0%	2.9%
61 NC Express Montrose	\$ 8,020	\$ 2,003	\$ 10,023	\$ 105,320	\$ 204,391	\$ 127,710	6,186	783	19,472	5	7.9	0.32	\$ 15.41	\$ 31.42	\$ 19.02	9.5%	4.9%	7.8%
101 Richfield/Bath	\$ 183	\$ 320	\$ 503	\$ 43,538	\$ 81,008	\$ 58,390	989	324	7,718	3	3.1	0.13	\$ 43.51	\$ 81.40	\$ 58.53	1.2%	0.6%	0.9%
102 Northfield Express	\$ 121	\$ 1,029	\$ 1,150	\$ 101,080	\$ 219,910	\$ 108,082	3,178	752	20,951	2	4.2	0.15	\$ 31.44	\$ 68.84	\$ 33.65	1.1%	0.5%	1.1%
103 Stow/Hudson	\$ 153	\$ 1,019	\$ 1,171	\$ 60,204	\$ 113,199	\$ 66,673	3,147	448	10,784	2	7.0	0.29	\$ 18.76	\$ 35.60	\$ 20.81	1.9%	1.0%	1.8%
104 Twinsburg Creekside	\$ 105	\$ 854	\$ 959	\$ 90,183	\$ 161,578	\$ 98,520	2,639	671	15,393	3	3.9	0.17	\$ 33.81	\$ 60.86	\$ 36.97	1.1%	0.6%	1.0%
110 Green/Springfield	\$ 141	\$ 706	\$ 846	\$ 50,836	\$ 69,162	\$ 53,799	2,180	378	6,589	2	5.8	0.33	\$ 22.93	\$ 31.34	\$ 24.29	1.7%	1.2%	1.6%
91 Monday Grocery	\$ 294	\$ 161	\$ 455	\$ 8,068	\$ 5,731	\$ 18,809	496	60	546	2	8.3	0.91	\$ 15.35	\$ 10.64	\$ 37.00	5.6%	7.9%	2.4%
92 Tuesday Grocery	\$ 1,093	\$ 88	\$ 1,181	\$ 6,085	\$ 2,740	\$ 17,178	272	45	261	2	6.0	1.04	\$ 18.03	\$ 5.73	\$ 58.81	19.4%	43.1%	6.9%
93 Wednesday Grocery	\$ 1,060	\$ 117	\$ 1,177	\$ 6,959	\$ 3,264	\$ 17,759	362	52	311	2	7.0	1.16	\$ 15.97	\$ 5.77	\$ 45.81	16.9%	36.1%	6.6%
94 Thursday Grocery	\$ 1,002	\$ 92	\$ 1,094	\$ 6,865	\$ 2,135	\$ 24,154	283	51	203	3	5.5	1.39	\$ 20.39	\$ 3.68	\$ 81.49	15.8%	51.2%	4.5%
95 Friday Grocery	\$ 1,149	\$ 112	\$ 1,260	\$ 5,531	\$ 2,146	\$ 16,764	345	41	204	2	8.4	1.69	\$ 12.38	\$ 2.57	\$ 44.94	22.8%	58.7%	7.5%
JARC	\$ 2	\$ 495	\$ 496	\$ 3,452	\$ 6,235	\$ 16,303	1,528	26	594	2	59.5	2.57	\$ 1.93	\$ 3.76	\$ 10.34	14.4%	8.0%	3.0%
ZONE	\$ 121	\$ 480	\$ 601	\$ 47,039	\$ 139	\$ 99,521	1,483	350	13	11	4.2	112.35	\$ 31.31	\$ (0.31)	\$ 66.70	1.3%	434.0%	0.6%
SCAT	\$ 46,971	\$ 5,810	\$ 52,780	\$ 1,130,661	\$ 1,239,478	\$ 834,921	17,945	8,408	118,084	35	2.1	0.15	\$ 60.07	\$ 66.13	\$ 43.59	4.7%	4.3%	6.3%
TOTALS: Line Service	\$ 153,983	\$ 117,041	\$ 271,024	\$ 3,668,045	\$ 3,678,943	\$ 3,673,002	366,894	27,277	350,490	147	13.5	1.05	\$ 9.26	\$ 9.69	\$ 9.27	7.4%	7.4%	7.4%
TOTALS: SCAT	\$ 46,971	\$ 5,810	\$ 52,780	\$ 1,130,661	\$ 1,239,478	\$ 834,921	17,945	8,408	118,084	35	2.1	0.15	\$ 60.07	\$ 66.13	\$ 43.59	4.7%	4.3%	6.3%

**2019 MONTHLY RIDERSHIP BY ROUTE**

Route #	Description	JAN	FEB	MAR	APR	MAY	JUNE	JUL	% Change	Jul-18	AUG	SEP	OCT	NOV	DEC
1	West Market	38,510	40,016	43,122	42,600	44,455	40,778	42,441	0.9%	42,061					
2	Arlington	38,893	39,701	41,303	41,384	43,973	40,243	43,369	0.6%	43,091					
3	Copley Rd/Hawkins	20,696	21,833	22,668	23,053	23,579	19,123	20,535	-7.5%	22,209					
4	Delia/N Hawkins	10,071	10,894	11,490	10,988	10,874	7,332	7,327	-11.3%	8,259					
5	East Market/Ellet	7,748	8,141	8,694	8,254	8,436	7,058	7,577	9.0%	6,949					
6	East Market/Lakemore	19,142	20,364	21,866	22,371	22,220	17,558	18,469	6.1%	17,400					
7	Cuyahoga Falls Ave	11,718	12,087	13,357	13,361	12,641	11,221	11,763	-13.4%	13,580					
8	Kenmore/Barberton	20,248	19,160	20,445	20,581	20,888	18,323	19,647	-6.8%	21,076					
9	Wooster/East Ave	12,191	13,947	14,090	13,468	14,623	10,628	11,531	-6.1%	12,280					
10	Howard/Portage Trail	17,508	18,046	18,314	18,687	18,869	17,899	18,736	0.6%	18,623					
11	South Akron	2,361	2,426	2,747	2,565	2,669	2,135	2,254	15.2%	1,956					
12	Tallmadge Hill	12,711	13,547	14,399	14,990	14,204	11,412	12,401	-0.3%	12,435					
13	Grant/Firestone Park	14,386	14,526	14,775	14,818	15,191	13,483	14,106	2.6%	13,748					
14	Euclid/Barberton XP	21,300	21,684	22,493	22,409	23,024	21,248	22,201	-4.6%	23,279					
17	Brown/Inman	14,375	14,793	16,014	15,968	16,513	14,137	14,885	-2.5%	15,265					
18	Thornton/Manchester	12,702	12,883	14,129	13,303	14,057	12,273	12,851	-12.4%	14,668					
19	Eastland	13,670	13,812	14,830	14,730	14,441	13,124	13,515	-18.9%	16,656					
21	South Main	2,302	2,291	2,349	2,405	2,520	2,082	2,334	-8.6%	2,554					
24	Lakeshore	3,516	3,963	3,902	3,982	4,672	3,300	3,483	-12.9%	4,001					
26	W Exchange/White Pond	5,785	5,629	5,406	5,583	5,835	4,892	5,084	-6.8%	5,454					
28	Merriman Valley	3,075	3,699	4,127	4,027	4,319	2,237	2,371	-3.9%	2,467					
30	Goodyear/Darrow	9,297	9,367	10,228	10,440	10,850	8,791	9,070	1.2%	8,961					
33	State Rd/Wyoga Lake	5,010	5,112	4,878	5,307	5,404	4,507	4,819	0.9%	4,775					
34	Cascade Village/Uhler	12,649	13,659	14,135	13,510	14,298	9,465	9,525	-28.1%	13,239					
50	Montrose Circulator	1,280	1,430	1,656	1,750	1,712	1,920	1,903	36.0%	1,399					
51	Stow Circulator	1,384	1,415	1,471	1,390	1,527	1,284	1,400	2.9%	1,361					
53	Portage/Graham	1,791	2,036	2,205	2,446	2,304	1,949	2,244	-3.2%	2,318					
54	DASH Circulator	11,611	12,440	8,109	14,737	9,278	5,632	5,390	-21.1%	6,831					
59	Chapel Hill Circulator	942	1,018	1,150	1,291	1,136	1,270	1,457	8.7%	1,340					
60	NCX Chapel Hill/Cleveland	1,207	1,041	1,149	1,175	1,150	1,188	1,118	-19.1%	1,382					
61	NCX Montrose/Cleveland	5,788	5,446	6,033	6,118	5,985	5,668	6,186	0.7%	6,144					
101	Richfield/Bath	1,012	950	1,359	1,152	1,022	1,091	989	-9.3%	1,090					
102	Northfield Express	3,204	2,927	3,024	3,323	3,370	3,045	3,178	-20.0%	3,972					
103	Stow/Hudson	2,499	2,650	3,024	3,054	3,214	3,121	3,147	40.2%	2,244					
104	Twinsburg Creekside	2,188	2,068	1,993	2,324	2,607	2,499	2,639	33.8%	1,972					
110	Green/Springfield	2,308	2,126	2,174	2,315	2,512	1,948	2,180	4.3%	2,091					
TOTAL:		365,078	377,127	393,108	399,859	404,372	343,864	362,125	-4.0%	377,130	0	0	0	0	0

**August 2019**  
**Performance Reports**  
**Combined Service**

Current Month			Percentage Changed	Year to Date		
2019	2018			2019	2018	Percentage Changed
<b>Service Day Data</b>						
22	23	-4.35%	Weekdays Operated	171	172	-0.58%
5	4	25.00%	Saturdays Operated	35	34	2.94%
4	4	0.00%	Sundays Operated	34	34	0.00%
<b>Passenger Data</b>						
418,959	472,026	-11.24%	Total Passengers	3,257,528	3,388,131	-3.85%
16,102	18,065	-10.86%	Average Weekday Passengers	16,433	17,118	-4.00%
8,091	8,201	-1.34%	Average Saturday Passengers	7,443	7,450	-0.10%
4,475	4,496	-0.46%	Average Sunday Passengers	4,089	4,182	-2.24%
<b>Service Level Data</b>						
633,138	626,868	1.00%	Total Vehicle Miles	4,842,105	4,783,762	1.22%
524,529	527,673	-0.60%	Total Vehicle Revenue Miles	4,036,717	4,050,054	-0.33%
0.7987	0.8945	-10.71%	Average Passengers per Vehicle Revenue Mile	0.8070	0.8366	-3.54%
43,953	43,726	0.52%	Total Vehicle Hours	335,988	332,455	1.06%
39,438	39,314	0.32%	Total Vehicle Revenue Hours	300,253	298,587	0.56%
10.6232	12.0065	-11.52%	Average Passengers per Vehicle Revenue Hour	10.8493	11.3472	-4.39%
<b>Financial Data</b>						
\$175,041	\$173,415	0.94%	Cash Fares	\$1,381,615	\$1,452,874	-4.90%
\$121,451	\$103,273	17.60%	Ticket and Pass Revenue	\$1,034,136	\$949,131	8.96%
\$84,639	\$122,680	-31.01%	Other Fare Related Revenue	\$708,970	\$1,062,532	-33.28%
11.2%	11.8%	-5.66%	Percentage Total Farebox Recovery	9.0%	10.1%	-10.87%
\$7.93	\$7.89	0.48%	Average Cost per Vehicle Revenue Mile	\$8.62	\$8.49	1.52%
\$105.46	\$105.93	-0.44%	Average Cost per Vehicle Revenue Hour	\$115.85	\$115.13	0.62%
\$9.93	\$8.82	12.53%	Average Cost per Passenger	\$10.68	\$10.15	5.24%
<b>Safety Data</b>						
6	8	-25.00%	Preventable Accidents	32	35	-8.57%
9	6	50.00%	Nonpreventable Accidents	58	45	28.89%
15	14	7.14%	Total Accidents	90	80	12.22%

**August 2019**  
**Performance Reports**  
**SCAT/ADA Paratransit Service**

**Current Month**

2019

2018

Percentage  
Changed

**Year to Date**

2019

2018

Percentage  
Changed

**Service Day Data**

22	23	-4.35%	Weekdays Operated	171	172	-0.58%
5	4	25.00%	Saturdays Operated	35	34	2.94%
4	4	0.00%	Sundays Operated	34	34	0.00%

**Passenger Data**

23,819	24,214	-1.63%	Total Passengers	181,678	184,021	-1.27%
768	781	-1.63%	Average Passengers per Day	757	767	-1.26%
76.80	88.25	-12.97%	Average Saturday ADA Passengers	82.1	76.9	6.81%
46.00	38.50	19.48%	Average Sunday ADA Passengers	39.0	36.3	7.62%
62.52	56.48	10.68%	Average Total ADA Passengers	61.6	54.6	12.78%
5,548	6,250	-11.23%	Total Purchased Transportation Pass.	43,276	45,560	-5.01%

**Service Level Data**

144,853	145,951	-0.75%	Total METRO Vehicle Miles	1,138,514	1,133,907	0.41%
59,569	56,864	4.76%	Total Purchased Trans. Vehicle Miles	450,782	442,168	1.95%
204,422	202,815	0.79%	Total Vehicle Miles	1,589,296	1,576,075	0.84%
169,970	167,332	1.58%	Total Revenue Miles	1,303,164	1,301,987	0.09%
0.14014	0.14471	-3.16%	Average Pass. per Revenue Vehicle Mile	0.1394	0.1413	-1.36%
14,176	13,941	1.69%	Total Vehicle Hours	107,823	105,602	2.10%
11,593	11,468	1.09%	Total Vehicle Revenue Hours	87,302	86,606	0.80%
2.0546	2.1114	-2.69%	Average Pass. per Vehicle Revenue Hour	2.0810	2.1248	-2.06%
91%	90%	1.11%	On-time Performance - METRO	90%	90%	-0.14%
91%	92%	-1.09%	On-time Performance - Purchased Transportation	92%	91%	1.79%

**Financial Data**

\$48,607	\$49,304	-1.41%	Cash Fares	\$370,743	\$374,672	-1.05%
\$8,621	\$7,557	14.08%	Ticket and Pass Revenue	\$49,450	\$52,194	-5.26%
\$76,306	\$114,347	-33.27%	Other Fare Related Revenue	\$511,828	\$813,481	-37.08%
17.9%	21.6%	-17.40%	Percentage Total Farebox Recovery	14.0%	19.2%	-26.95%
\$4.88	\$5.28	-7.45%	Average Cost per Vehicle Revenue Mile - METRO	\$5.90	\$5.68	3.73%
\$3.27	\$3.43	-4.82%	Average Cost per Vehicle Revenue Mile - Purchased Transportation	\$3.29	\$3.30	-0.40%
\$67.36	\$74.90	-10.06%	Average Cost per Vehicle Revenue Hour - METRO	\$83.37	\$82.64	0.88%
\$55.99	\$53.61	4.44%	Average Cost per Vehicle Revenue Hour - Purchased Transportation	\$56.34	\$53.91	4.52%
\$31.65	\$34.48	-8.20%	Average Cost per Passenger - METRO	\$38.81	\$37.51	3.47%
\$30.35	\$27.44	10.63%	Average Cost per Passenger - Purchased Transportation	\$29.77	\$28.11	5.90%
3.0	2.5	20.00%	Average Small Bus Age	3.0	2.5	20.00%

**Safety Data**

0	3	-100.00%	Preventable Accidents	7	12	-41.67%
3	0	100.00%	Nonpreventable Accidents	14	8	75.00%
3	3	0.00%	Total Accidents	21	20	3.28%

**August 2019**  
**Performance Reports**  
**Line Service**

Current Month			Year to Date		
2019	2018	Percentage Changed	2019	2018	Percentage Changed

**Service Day Data**

22	23	-4.35%	Weekdays Operated	171	172	-0.58%
5	4	25.00%	Saturdays Operated	35	34	2.94%
4	4	0.00%	Sundays Operated	34	34	0.00%

**Passenger Data**

395,140	447,812	-11.76%	Total Passengers	3,075,850	3,204,110	-4.00%
15,334	17,284	-11.28%	Average Weekday Passengers	15,676	16,351	-4.13%
8,014	8,113	-1.21%	Average Saturday Passengers	7,361	7,373	-0.17%
4,429	4,458	-0.63%	Average Sunday Passengers	4,050	4,146	-2.32%

**Service Level Data**

428,716	424,053	1.10%	Total Vehicle Miles	3,252,809	3,207,687	1.41%
354,559	360,341	-1.60%	Total Vehicle Revenue Miles	2,733,553	2,748,067	-0.53%
355,912	362,918	-1.93%	Total Scheduled Vehicle Revenue Miles	2,751,792	2,756,490	-0.17%
1.1102	1.2339	-10.03%	Average Passenger per Revenue Vehicle Mile	1.1252	1.1660	-3.49%
29,777	29,785	-0.03%	Total Vehicle Hours	228,165	226,853	0.58%
27,845	27,846	0.00%	Total Vehicle Revenue Hours	212,951	211,981	0.46%
27,845	27,846	0.00%	Total Scheduled Vehicle Revenue Hours	212,951	211,981	0.46%
14.1906	16.0817	-11.76%	Average Passenger per Vehicle Revenue Hour	14.4439	15.1151	-4.44%
77%	77%	-1.03%	On-time Performance	78%	79%	-0.48%

**Financial Data**

\$126,434	\$124,111	1.87%	Cash Fares	\$1,010,872	\$1,078,202	-6.24%
\$112,830	\$95,717	17.88%	Ticket and Pass Revenue	\$984,686	\$896,937	9.78%
\$8,333	\$8,333	0.00%	Other Fare Related Revenue	\$197,142	\$249,052	-20.84%
7.3%	6.8%	7.28%	Percentage Total FareBox Recovery	7.8%	8.0%	-2.20%
\$9.59	\$9.30	3.15%	Average Cost per Vehicle Revenue Mile	\$10.29	\$10.15	1.33%
\$122.56	\$121.15	1.16%	Average Cost per Vehicle Revenue Hour	\$132.06	\$131.62	0.34%
\$8.64	\$7.53	14.64%	Average Cost per Passenger	\$9.14	\$8.71	5.00%
4.9	4.9	0.00%	Average Big Bus Age	4.9	4.9	0.00%

**Safety Data**

6	5	20.00%	Preventable Accidents	25	23	8.70%
6	6	0.00%	Nonpreventable Accidents	44	37	18.92%
12	11	9.09%	Total Accidents	69	60	14.47%

**August 2019**  
**Line Service Categories**

**Current Month**

**Year to Date**

2019	2018	Percentage Changed	URBAN (1 - 34)	2019	2018	Percentage Changed
352,169	404,166	-12.87%	Total Monthly Passengers	2,754,260	2,881,049	-4.40%
31	31	0.00%	Service Days	240	240	0.00%
11,360.3	13,037.6	-12.87%	Average Daily Passengers	11,476.1	12,004.4	-4.40%
17.2316	19.4986	-11.63%	Passengers per Vehicle Hour	17.4156	18.2359	-4.50%
1.4853	1.6970	-12.48%	Passengers per Vehicle Mile	1.5042	1.5929	-5.57%
\$6.64	\$5.76	15.14%	Total Operating Cost Per Passenger	\$7.06	\$6.69	5.56%
<b>SUBURBAN (101-104, 110)</b>						
13,251	13,493	-1.79%	Total Monthly Passengers	95,487	94,842	0.68%
22	23	-4.35%	Service Days	171	172	-0.58%
602.3	586.7	2.66%	Average Daily Passengers	558.4	551.4	1.27%
5.15	5.01	2.74%	Passengers per Vehicle Hour	4,7768	4,7136	1.34%
0.22	0.21	2.50%	Passengers per Vehicle Mile	0.2000	0.1932	3.50%
\$27.43	\$26.76	2.49%	Total Operating Cost Per Passenger	\$30.97	\$31.38	-1.33%
<b>EXPRESS (60 &amp; 61)</b>						
7,013	8,391	-16.42%	Total Monthly Passengers	56,265	62,222	-9.57%
22	23	-4.35%	Service Days	171	172	-0.58%
318.8	364.8	-12.61%	Average Daily Passengers	329.0	361.8	-9.07%
7.3818	8.4288	-12.42%	Passengers per Vehicle Hour	7.6195	8.3447	-8.69%
0.2910	0.3331	-12.62%	Passengers per Vehicle Mile	0.3004	0.3304	-9.09%
\$21.98	\$18.22	20.60%	Total Operating Cost Per Passenger	\$22.27	\$19.97	11.54%
<b>CIRCULATOR (50, 51, 53, &amp; 59)</b>						
6,719	7,521	-10.66%	Total Monthly Passengers	51,480	49,194	4.65%
31	31	0.00%	Service Days	240	240	0.00%
216.7	242.6	-10.68%	Average Daily Passengers	214.5	205.0	4.63%
2.9488	4.2735	-31.00%	Passengers per Vehicle Hour	3,4397	3,7019	-7.08%
0.2801	0.3096	-9.53%	Passengers per Vehicle Mile	0.2801	0.2685	4.34%
\$36.99	\$29.06	27.28%	Total Operating Cost Per Passenger	\$37.04	\$36.29	2.09%
<b>DASH (54)</b>						
8,820	10,190	-13.44%	Total Monthly Passengers	76,017	90,926	-16.40%
22	23	-4.35%	Service Days	171	172	-0.58%
400.9	443.0	-9.51%	Average Daily Passengers	444.5	528.6	-15.91%
9.0943	10.0501	-9.51%	Passengers per Vehicle Hour	10,0842	11,9918	-15.91%
1.2275	1.3565	-9.51%	Passengers per Vehicle Mile	1.3611	1.6148	-15.71%
\$6.18	\$5.60	10.20%	Total Operating Cost Per Passenger	\$6.11	\$5.10	19.68%
<b>GROCERY (91 - 95)</b>						
1,721	1,946	-11.56%	Total Monthly Passengers	14,848	12,244	21.27%
22	23	-4.35%	Service Days	171	172	-0.58%
78.20	84.60	-7.57%	Average Daily Passengers	86.8	71.2	21.91%
6.5662	7.1426	-8.07%	Passengers per Vehicle Hour	7,3698	6,0266	22.29%
1.1559	1.2546	-7.87%	Passengers per Vehicle Mile	1.2746	1.0524	21.11%
\$53.38	\$47.43	12.54%	Total Operating Cost Per Passenger	\$51.40	\$58.54	-12.18%
<b>Sunday Line Service</b>						
17,717	17,830	-0.63%	Total Monthly Passengers	137,692	140,969	-2.32%
4	4	0.00%	Service Days	34	34	0.00%
4,429.3	4,457.5	-0.63%	Average Daily Passengers	4,049.8	4,146.1	-2.32%
13.81	14.37	-3.86%	Passengers per Vehicle Hour	12.89	13.36	-3.57%
1.2357	1.2515	-1.27%	Passengers per Vehicle Mile	1.1314	1.1685	-3.17%
\$6.78	\$6.67	1.59%	Total Operating Cost Per Passenger	\$8.07	\$7.75	4.11%
<b>Saturday Line Service</b>						
40,072	32,450	23.49%	Total Monthly Passengers	257,630	250,698	2.77%
5	4	25.00%	Service Days	35	34	2.94%
8,014.4	8,112.5	-1.21%	Average Daily Passengers	7,360.9	7,373.5	-0.17%
17.0773	17.8683	-4.43%	Passengers per Vehicle Hour	16,0040	16,2405	-1.46%
1.4859	1.5142	-1.87%	Passengers per Vehicle Mile	1.3670	1.3810	-1.01%
\$0.00	\$5.33	-100.00%	Total Operating Cost Per Passenger	\$3.99	\$6.36	-37.28%
<b>Call-A-Bus</b>						
131	123	6.50%	Total Monthly Passengers	962	902	6.65%
<b>U of A ZipCard</b>						
16,276	13,096	24.28%	Total Monthly Passengers	126,799	128,898	-1.63%
<b>Akron Public Schools ID Cards</b>						
16,475	17,301	-4.77%	Total Monthly Passengers	240,021	275,611	-12.91%
<b>Howe Avenue Shuttle</b>						
2,288	-	-	Total Monthly Passengers	7,318	-	-

**METRO REGIONAL TRANSIT AUTHORITY**  
**MONTHLY REPORT OF OPERATIONS**  
August 2019

ROUTE # / DESCRIPTION				EXPENSE			TOTAL PASSEN- GERS	PASSENGERS			NET COST PER PASSENGER:			FAREBOX RECOVERY				
	FAREBOX REVENUE	GENERAL FARE	TOT FAREBOX	PER REV HOUR	PER REV MILE	Allocation model		REV HOURS	MILES	VEHICLES	REV HOUR	REV MILE	Allocation Model	(Per Hour)	(Per Mile)	Allocation Model		
1 West Market	\$ 16,659	\$ 13,284	\$ 29,943	\$ 236,282	\$ 207,551	\$ 202,504	46,249	1,928	21,646	6	24.0	\$ 4.46	\$ 3.84	\$ 3.73	12.7%	14.4%	14.8%	
2 Arlington	\$ 17,388	\$ 13,012	\$ 30,399	\$ 210,113	\$ 199,102	\$ 187,585	45,300	1,714	20,765	6	26.4	\$ 3.97	\$ 3.72	\$ 3.47	14.5%	15.3%	16.2%	
3 Copley/Hawkins	\$ 8,754	\$ 6,136	\$ 14,890	\$ 140,224	\$ 116,908	\$ 128,350	21,363	1,144	12,193	5	18.7	\$ 5.87	\$ 4.78	\$ 5.31	10.6%	12.7%	11.6%	
4 Delia/N Hawkins	\$ 3,606	\$ 2,281	\$ 5,887	\$ 63,886	\$ 60,356	\$ 71,380	7,943	521	6,295	4	15.2	\$ 1.26	\$ 6.86	\$ 8.25	9.2%	9.8%	8.2%	
5 East Market/Ellet	\$ 3,267	\$ 2,375	\$ 5,641	\$ 75,792	\$ 87,573	\$ 76,566	8,267	618	9,133	3	13.4	\$ 0.91	\$ 8.49	\$ 9.91	\$ 8.58	7.4%	6.4%	7.4%
6 E. Market/Lakemore	\$ 5,887	\$ 5,320	\$ 11,207	\$ 125,123	\$ 133,547	\$ 124,351	18,521	1,021	13,928	5	18.1	\$ 1.33	\$ 6.15	\$ 6.61	\$ 6.11	9.0%	8.4%	9.0%
7 Cuyahoga Falls Ave	\$ 4,246	\$ 3,600	\$ 7,845	\$ 107,567	\$ 84,787	\$ 98,497	12,532	878	8,843	4	14.3	\$ 1.42	\$ 7.96	\$ 6.14	\$ 7.23	7.3%	9.3%	8.0%
8 Kenmore/Barberton	\$ 8,764	\$ 5,819	\$ 14,583	\$ 126,164	\$ 124,140	\$ 116,246	20,258	1,029	12,947	4	19.7	\$ 1.56	\$ 5.51	\$ 5.41	\$ 5.02	11.6%	11.7%	12.5%
9 Wooster/East Ave	\$ 5,597	\$ 3,767	\$ 9,364	\$ 86,575	\$ 76,822	\$ 79,664	13,115	706	8,012	3	18.6	\$ 1.64	\$ 5.89	\$ 5.14	\$ 5.36	10.8%	12.2%	11.8%
10 Howard/Portage Tr	\$ 7,620	\$ 5,916	\$ 13,536	\$ 133,934	\$ 131,857	\$ 128,403	20,596	1,093	13,752	5	18.8	\$ 1.50	\$ 5.85	\$ 5.74	\$ 5.58	10.1%	10.3%	10.5%
11 South Akron	\$ 1,136	\$ 672	\$ 1,809	\$ 30,063	\$ 25,925	\$ 27,226	2,341	245	2,704	1	9.5	\$ 0.87	\$ 12.07	\$ 10.30	\$ 10.86	6.0%	7.0%	6.6%
12 Tallmadge Hill	\$ 3,900	\$ 3,873	\$ 7,773	\$ 115,449	\$ 86,301	\$ 109,381	13,483	942	9,001	5	14.3	\$ 1.50	\$ 7.99	\$ 5.82	\$ 7.54	6.7%	9.0%	7.1%
13 Grant/Firestone	\$ 5,033	\$ 4,281	\$ 9,314	\$ 96,075	\$ 70,694	\$ 89,720	14,906	784	7,373	4	19.0	\$ 2.02	\$ 5.82	\$ 4.12	\$ 5.39	9.7%	13.2%	10.4%
14 Euclid/Barberton	\$ 9,854	\$ 6,595	\$ 16,449	\$ 199,883	\$ 189,896	\$ 173,877	22,961	1,631	19,805	5	14.1	\$ 1.16	\$ 7.99	\$ 7.55	\$ 6.86	8.2%	8.7%	9.5%
17 Brown/Inman	\$ 7,001	\$ 4,623	\$ 11,624	\$ 113,143	\$ 98,315	\$ 110,800	16,095	923	10,254	5	17.4	\$ 1.57	\$ 6.31	\$ 5.39	\$ 6.16	10.3%	11.8%	10.5%
18 Thornton/Manchester	\$ 6,463	\$ 4,088	\$ 10,551	\$ 95,405	\$ 101,772	\$ 96,044	14,233	778	10,614	4	18.3	\$ 1.34	\$ 5.96	\$ 6.41	\$ 6.01	11.1%	10.4%	11.0%
19 Eastland	\$ 5,819	\$ 4,137	\$ 9,956	\$ 106,439	\$ 81,800	\$ 97,292	14,402	869	8,531	4	16.6	\$ 1.69	\$ 6.70	\$ 4.99	\$ 6.06	9.4%	12.2%	10.2%
21 South Main	\$ 743	\$ 672	\$ 1,415	\$ 24,715	\$ 18,774	\$ 23,015	2,341	202	1,958	1	11.6	\$ 1.20	\$ 9.95	\$ 7.41	\$ 9.23	5.7%	7.5%	6.1%
24 Lakeshore	\$ 1,246	\$ 976	\$ 2,221	\$ 31,995	\$ 22,745	\$ 34,123	3,397	261	2,372	2	13.0	\$ 1.43	\$ 8.76	\$ 6.04	\$ 9.39	6.9%	9.8%	6.5%
26 Exchange/Whitepond	\$ 2,115	\$ 1,614	\$ 3,728	\$ 64,495	\$ 59,034	\$ 58,180	5,618	526	6,157	2	10.7	\$ 0.91	\$ 10.82	\$ 9.84	\$ 9.69	5.8%	6.3%	6.4%
28 Merriman Valley	\$ 943	\$ 775	\$ 1,719	\$ 48,577	\$ 44,530	\$ 53,709	2,699	396	4,644	3	6.8	\$ 0.58	\$ 17.36	\$ 15.86	\$ 19.26	3.5%	3.9%	3.2%
30 Goodyear/Darrow	\$ 4,102	\$ 2,818	\$ 6,920	\$ 90,920	\$ 84,179	\$ 83,417	9,811	742	8,779	3	13.2	\$ 1.12	\$ 8.56	\$ 7.87	\$ 7.80	7.6%	8.2%	8.3%
33 State Rd/Wyoga Lake	\$ 1,935	\$ 1,544	\$ 3,478	\$ 47,010	\$ 51,432	\$ 47,793	5,374	384	5,364	2	14.0	\$ 1.00	\$ 8.10	\$ 8.92	\$ 8.25	7.4%	6.8%	7.3%
34 Cascade Village/Uhler	\$ 4,533	\$ 2,977	\$ 7,510	\$ 134,882	\$ 115,435	\$ 118,748	10,364	1,101	12,039	4	9.4	\$ 0.86	\$ 12.29	\$ 10.41	\$ 10.73	5.6%	6.5%	6.3%
50 Montrose Circulator	\$ 494	\$ 548	\$ 1,042	\$ 60,021	\$ 57,223	\$ 62,162	1,907	490	5,968	3	3.9	\$ 0.32	\$ 30.93	\$ 29.46	\$ 32.05	1.7%	1.8%	1.7%
51 Stow Circulator	\$ 537	\$ 400	\$ 936	\$ 55,901	\$ 73,977	\$ 57,078	1,391	456	7,715	2	3.0	\$ 0.18	\$ 39.51	\$ 52.51	\$ 40.36	1.7%	1.3%	1.6%
53 Portage/Graham	\$ 1,160	\$ 615	\$ 1,775	\$ 53,655	\$ 60,140	\$ 59,598	2,140	438	6,272	3	4.9	\$ 0.34	\$ 24.24	\$ 27.27	\$ 27.02	3.3%	3.0%	3.0%
54 DASH Downtown	\$ 1	\$ -	\$ 1	\$ 118,858	\$ 68,894	\$ 100,747	8,820	970	7,185	4	9.1	\$ 1.23	\$ 13.48	\$ 7.81	\$ 11.42	0.0%	0.0%	0.0%
59 Chapel Hill Circulator	\$ 487	\$ 368	\$ 855	\$ 96,479	\$ 37,887	\$ 69,670	1,281	787	3,951	2	1.6	\$ 0.32	\$ 74.65	\$ 28.91	\$ 53.72	0.9%	2.3%	1.2%
60 NC Express Chapel Hill	\$ 731	\$ 328	\$ 1,059	\$ 20,446	\$ 44,340	\$ 32,966	1,141	167	4,624	2	6.8	\$ 0.25	\$ 16.99	\$ 37.93	\$ 27.96	5.2%	2.4%	3.2%
61 NC Express Montrose	\$ 7,246	\$ 1,687	\$ 8,932	\$ 95,985	\$ 186,705	\$ 121,147	5,872	783	19,472	5	7.5	\$ 0.30	\$ 14.83	\$ 30.27	\$ 19.11	9.3%	4.8%	7.4%
101 Richfield/Bath	\$ 118	\$ 305	\$ 424	\$ 39,679	\$ 73,998	\$ 55,567	1,063	324	7,718	3	3.3	\$ 0.14	\$ 36.93	\$ 69.21	\$ 51.88	1.1%	0.6%	0.8%
102 Northfield Express	\$ 105	\$ 978	\$ 1,083	\$ 92,121	\$ 200,880	\$ 102,416	3,405	752	20,951	2	4.5	\$ 0.16	\$ 26.74	\$ 58.68	\$ 29.76	1.2%	0.5%	1.1%
103 Stow/Hudson	\$ 92	\$ 1,008	\$ 1,099	\$ 54,868	\$ 103,404	\$ 62,866	3,509	448	10,784	2	7.8	\$ 0.33	\$ 15.32	\$ 29.15	\$ 17.60	2.0%	1.1%	1.7%
104 Twinsburg Creekside	\$ 146	\$ 832	\$ 978	\$ 82,190	\$ 147,596	\$ 92,634	2,896	671	15,393	3	4.3	\$ 0.19	\$ 28.04	\$ 50.63	\$ 31.65	1.2%	0.7%	1.1%
110 Green/Springfield	\$ 169	\$ 683	\$ 852	\$ 46,330	\$ 63,177	\$ 49,969	2,378	378	6,589	2	6.3	\$ 0.36	\$ 19.12	\$ 26.21	\$ 20.65	1.8%	1.3%	1.7%
91 Monday Grocery	\$ 318	\$ 106	\$ 424	\$ 5,883	\$ 4,188	\$ 17,066	370	48	437	2	7.7	\$ 0.85	\$ 14.75	\$ 10.17	\$ 44.98	7.2%	10.1%	2.5%
92 Tuesday Grocery	\$ 1,189	\$ 66	\$ 1,255	\$ 4,436	\$ 2,002	\$ 15,873	230	36	209	2	6.4	\$ 1.10	\$ 13.83	\$ 3.25	\$ 63.56	28.3%	62.7%	7.9%
93 Wednesday Grocery	\$ 903	\$ 80	\$ 983	\$ 5,074	\$ 2,386	\$ 16,275	279	41	249	2	6.7	\$ 1.12	\$ 14.66	\$ 5.03	\$ 54.81	19.4%	41.2%	6.0%
94 Thursday Grocery	\$ 1,088	\$ 134	\$ 1,222	\$ 10,427	\$ 3,250	\$ 25,753	465	85	339	3	5.5	\$ 1.37	\$ 19.80	\$ 4.36	\$ 52.76	11.7%	37.6%	4.7%
95 Friday Grocery	\$ 1,024	\$ 108	\$ 1,133	\$ 6,301	\$ 2,450	\$ 16,903	377	51	256	2	7.3	\$ 1.48	\$ 13.71	\$ 3.49	\$ 41.83	18.0%	46.2%	6.7%
JARC	\$ 10	\$ 476	\$ 486	\$ 3,146	\$ 5,695	\$ 16,018	1,656	26	594	2	64.5	\$ 2.79	\$ 1.61	\$ 3.15	\$ 9.38	15.4%	8.5%	3.0%
ZONE	\$ 113	\$ 423	\$ 536	\$ 42,870	\$ 127	\$ 94,222	1,473	350	13	11	4.2	\$ 111.59	\$ 28.74	\$ (0.28)	\$ 63.60	1.2%	423.3%	0.6%
SCAT	\$ 48,607	\$ 5,248	\$ 53,855	\$ 1,052,136	\$ 1,135,241	\$ 730,511	18,271	8,585	118,399	35	2.1	\$ 0.15	\$ 54.64	\$ 59.19	\$ 37.03	5.1%	4.7%	7.4%
TOTALS: Line Service	\$ 152,538	\$ 110,297	\$ 262,835	\$ 3,399,382	\$ 3,411,795	\$ 3,405,799	392,822	27,738	355,830	147	14.2	\$ 1.10	\$ 7.98	\$ 8.81	\$ 8.00	7.7%	7.7%	7.7%
TOTALS: SCAT	\$ 48,607	\$ 5,248	\$ 53,855	\$ 1,052,136	\$ 1,135,241	\$ 730,511	18,271	8,585	118,399	35	2.1	\$ 0.15	\$ 54.64	\$ 59.19	\$ 37.03	5.1%	4.7%	7.4%

**2019 MONTHLY RIDERSHIP BY ROUTE**

Route #	Description	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	% Change	Aug-18	SEP	OCT	NOV	DEC
1	West Market	38,510	40,016	43,122	42,600	44,455	40,778	42,441	46,249	-8.2%	50,381				
2	Arlington	38,893	39,701	41,303	41,384	43,973	40,243	43,369	45,300	-7.2%	48,797				
3	Copley Rd/Hawkins	20,696	21,833	22,668	23,053	23,579	19,123	20,535	21,363	-15.4%	25,258				
4	Delia/N Hawkins	10,071	10,894	11,490	10,988	10,874	7,332	7,327	7,943	-25.8%	10,712				
5	East Market/Ellet	7,748	8,141	8,694	8,254	8,436	7,058	7,577	8,267	7.8%	7,670				
6	East Market/Lakemore	19,142	20,364	21,866	22,371	22,220	17,558	18,469	18,521	-11.3%	20,888				
7	Cuyahoga Falls Ave	11,718	12,087	13,357	13,361	12,641	11,221	11,763	12,532	-19.2%	15,501				
8	Kenmore/Barberton	20,248	19,160	20,445	20,581	20,888	18,323	19,647	20,258	-15.9%	24,085				
9	Wooster/East Ave	12,191	13,947	14,090	13,468	14,623	10,628	11,531	13,115	-7.3%	14,154				
10	Howard/Portage Trail	17,508	18,046	18,314	18,687	18,869	17,899	18,736	20,596	-7.5%	22,272				
11	South Akron	2,361	2,426	2,747	2,565	2,669	2,135	2,254	2,341	-6.1%	2,493				
12	Tallmadge Hill	12,711	13,547	14,399	14,990	14,204	11,412	12,401	13,483	-11.2%	15,187				
13	Grant/Firestone Park	14,386	14,526	14,775	14,818	15,191	13,483	14,106	14,906	-14.0%	17,323				
14	Euclid/Barberton XP	21,300	21,684	22,493	22,409	23,024	21,248	22,201	22,961	-11.6%	25,960				
17	Brown/Inman	14,375	14,793	16,014	15,968	16,513	14,137	14,885	16,095	-10.6%	18,008				
18	Thornton/Manchester	12,702	12,883	14,129	13,303	14,057	12,273	12,851	14,233	-18.4%	17,441				
19	Eastland	13,670	13,812	14,830	14,730	14,441	13,124	13,515	14,402	-22.5%	18,578				
21	South Main	2,302	2,291	2,349	2,405	2,520	2,082	2,334	2,341	-16.0%	2,788				
24	Lakeshore	3,516	3,963	3,902	3,982	4,672	3,300	3,483	3,397	-25.0%	4,531				
26	W Exchange/White Pond	5,785	5,629	5,406	5,583	5,835	4,892	5,088	5,618	-5.4%	5,939				
28	Merriman Valley	3,075	3,699	4,127	4,027	4,319	2,237	2,371	2,699	-14.1%	3,141				
30	Goodyear/Darrow	9,297	9,367	10,228	10,440	10,850	8,791	9,070	9,811	-14.3%	11,447				
33	State Rd/Wyoga Lake	5,010	5,112	4,878	5,307	5,404	4,507	4,819	5,374	-6.9%	5,772				
34	Cascade Village/Uhler	12,649	13,659	14,135	13,510	14,298	9,465	9,525	10,364	-34.6%	15,840				
50	Montrose Circulator	1,280	1,430	1,656	1,750	1,712	1,920	1,903	1,907	14.4%	1,667				
51	Stow Circulator	1,384	1,415	1,471	1,390	1,527	1,284	1,400	1,391	-18.9%	1,715				
53	Portage/Graham	1,791	2,036	2,205	2,446	2,304	1,949	2,244	2,140	-21.5%	2,726				
54	DASH Circulator	11,611	12,440	8,109	14,737	9,278	5,632	5,390	8,820	-13.4%	10,190				
59	Chapel Hill Circulator	942	1,018	1,150	1,291	1,136	1,270	1,457	1,281	-9.3%	1,413				
60	NCX Chapel Hill/Cleveland	1,207	1,041	1,149	1,175	1,150	1,188	1,118	1,141	-25.0%	1,521				
61	NCX Montrose/Cleveland	5,788	5,446	6,033	6,118	5,985	5,668	6,186	5,872	-14.5%	6,870				
101	Richfield/Bath	1,012	950	1,359	1,152	1,022	1,091	989	1,063	-6.5%	1,137				
102	Northfield Express	3,204	2,927	3,024	3,323	3,370	3,045	3,178	3,405	-23.7%	4,461				
103	Stow/Hudson	2,499	2,650	3,024	3,054	3,214	3,121	3,147	3,509	21.0%	2,900				
104	Twinsburg Creekside	2,188	2,068	1,993	2,324	2,607	2,499	2,639	2,896	9.2%	2,651				
110	Green/Springfield	2,308	2,126	2,174	2,315	2,512	1,948	2,180	2,378	1.5%	2,344				
TOTAL:		365,078	377,127	393,108	399,859	404,372	343,864	362,129	387,972	-12.6%	443,761	0	0	0	0

# The APD Group

The APD - Asset Protection and Development Group  
(Employee Engagement Center / Safety & Protection)

Chair: Louise Gissendaner

Heather Heslop Licata

Chuck Rector

Donald Christian

Alt: Robert DeJournett

Leadership Team Members: Jay Hunter, Shawn Metcalf



August 19, 2019

TO: Dawn Distler, Executive Director & Secretary/Treasurer  
Robert DeJournett, Board President,  
and All Other Board Members

FROM: Employee Engagement Center

RE: August 2019 Employee Engagement Center Report

During July 2019, METRO RTA had four (4) employees that exited (one involuntary, one voluntary and two retirements).

METRO RTA employees participated in 1,273.75 training hours during the month of July 2019.

<u>*OSHA Recordable Rate</u>		<u>**DART Rate</u>	
2018 YTD	8.19	2018 YTD	5.30
2019 YTD	7.40	2019 YTD	4.30

*\*OSHA – Occupational Safety & Health Administration*

*\*\*DART – Days Away, Restricted Transfer*

During the month of July 2019, there were three (3) work-related injuries reported requiring medical treatment with none resulting in lost time.

The overall impact rate for Life Services EAP was 21.45% for the second quarter of 2019. This includes counseling, webcast training and Worklife website usage.

### Upcoming Events

The next Employee Engagement Days (formerly known as HR Days) in the Bullpen and at the Transit Center will be September 12<sup>th</sup> and September 18<sup>th</sup>, 2019, respectively. The theme is Fruit and Veggies More Month.

Save the date for our Annual United Way Day and Benefits Fair on Thursday, October 17, 2019.

**EMPLOYEE ENGAGEMENT CENTER MONTHLY REPORT**

METRO REGIONAL TRANSIT AUTHORITY

July 31, 2019

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR JULY 2018	% CHANGE
412	416	-0.96%	TOTAL EMPLOYEES	412	403	2.23%
273	277	-1.44%	TOTAL OPERATORS	273	265	3.02%
218	220	-0.91%	FULL-TIME OPERATORS	218	233	-6.44%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
54	56	-3.70%	SPECIAL SERVICE OPS	54	31	74.19%
39	39	0.00%	MECHANICS	39	40	-2.50%
16	16	0.00%	VEHICLE SERVICE	16	16	0.00%
71	71	0.00%	SALARIED STAFF	71	67	5.97%
13	13	0.00%	OFFICE PERSONNEL	13	15	-13.33%
152	152	0.00%	MALE NON-MINORITY	152	155	-1.94%
117	119	-1.71%	MALE MINORITY	117	108	8.33%
43.49%	43.91%	-0.95%	% MINORITY	43.49%	41.06%	5.92%
68	69	-1.45%	FEMALE, NON-MINORITY	68	69	-1.45%
75	76	-1.32%	FEMALE, MINORITY	75	71	5.63%
52.45%	52.41%	0.06%	% MINORITY	52.45%	50.71%	3.43%
46.60%	46.88%	-0.58%	TOTAL MINORITY	46.60%	44.42%	4.91%
34.71%	34.86%	-0.42%	TOTAL FEMALE	34.71%	34.74%	-0.09%

CURRENT MONTH	LAST YEAR JULY 2018	% CHANGE		Y-T-D 2019	Y-T-D 2018	% CHANGE
0	1	0.01%	NEW HIRES	24	17	41.18%
4	2	100.00%	TERMINATIONS	15	17	-11.76%
1	1	0.00%	INVOLUNTARY TERM	8	3	166.67%
3	1	200.00%	VOLUNTARY TERM	14	14	0.00%
2	0	0.00%	PROMOTIONS	22	4	450.00%
0	0	0.00%	TRANSFERS	1	0	0.00%
3	3	0.00%	ON-THE-JOB INJURIES	20	18	11.11%
3	3	0.00%	# WORKERS COMP CLAIMS	20	18	-9.00%
4	3	33.33%	SIC/ACC CLAIMS	37	28	32.14%
6.22%	6.29%	-1.11%	% OP ABSENTEEISM	6.37%	6.63%	-3.92%
1,273.75	2,380.25	-46.49%	# TRAINING HOURS	13,514.75	11,888.75	13.68%
1.67%	3.23%	-98.33%	% TRAINING/WORKING HRS	2.70%	2.43%	11.19%
76,415	73,780	3.57%	TOTAL WORKING HOURS	500,201	489,525	2.18%



September 12, 2019

TO: Dawn Distler, Executive Director & Secretary/Treasurer  
Robert DeJournett, Board President,  
and All Other Board Members

FROM: Employee Engagement Center

RE: September 2019 Employee Engagement Center Report

During August 2019, METRO RTA had four (4) employees that exited (three voluntary and one retirement). METRO RTA also welcomed one new employee in our Maintenance Department in August 2019.

METRO RTA employees participated in 759.50 training hours during the month of August 2019.

<u>*OSHA Recordable Rate</u>		<u>**DART Rate</u>	
2018 YTD	7.13	2018 YTD	4.03
2019 YTD	7.91	2019 YTD	4.55

*\*OSHA – Occupational Safety & Health Administration*

*\*\*DART – Days Away, Restricted Transfer*

During the month of August 2019, there were five (5) work-related injuries reported requiring medical treatment with two (2) resulting in lost time.

### Upcoming Events

Employee Engagement Days (formerly known as HR Days) will not be held in the month of October due to our Annual United Way & Benefits Fair. Employee Engagement Days in the Bullpen and at the Transit Center will resume in January 2020.

The Annual United Way Day and Benefits Fair on Thursday, October 17, 2019 from 7 am – 5 pm.

Save the date for the Annual METRO RTA Holiday Luncheon to be held on Wednesday, December 18, 2019.

**EMPLOYEE ENGAGEMENT CENTER MONTHLY REPORT**  
**METRO REGIONAL TRANSIT AUTHORITY**  
August 30, 2019

CURRENT MONTH	LAST MONTH	% CHANGE		CURRENT MONTH	LAST YEAR AUG 2018	% CHANGE
409	413	-0.97%	TOTAL EMPLOYEES	412	399	3.26%
269	273	-1.47%	TOTAL OPERATORS	273	262	4.20%
215	218	-1.38%	FULL-TIME OPERATORS	218	232	-6.03%
1	1	0.00%	EXTRA BOARD FILL-IN	1	1	0.00%
53	54	-1.89%	SPECIAL SERVICE OPS	54	29	86.21%
40	39	2.56%	MECHANICS	39	39	0.00%
16	16	0.00%	VEHICLE SERVICE	16	16	0.00%
71	71	0.00%	SALARIED STAFF	71	67	5.97%
13	13	0.00%	OFFICE PERSONNEL	13	15	-13.33%
153	152	0.66%	MALE NON-MINORITY	152	153	-0.65%
115	117	-1.74%	MALE MINORITY	117	107	9.35%
42.91%	43.49%	-1.33%	% MINORITY	43.49%	41.15%	5.69%
67	68	-1.47%	FEMALE, NON-MINORITY	68	69	-1.45%
74	75	-1.33%	FEMALE, MINORITY	75	70	7.14%
52.48%	52.45%	0.06%	% MINORITY	52.45%	50.36%	4.15%
46.21%	46.60%	-0.84%	TOTAL MINORITY	46.60%	44.36%	5.05%
34.47%	34.71%	-0.68%	TOTAL FEMALE	34.71%	34.84%	-0.37%

CURRENT MONTH	LAST YEAR AUG 2018	% CHANGE		Y-T-D 2019	Y-T-D 2018	% CHANGE
1	0	0.01%	NEW HIRES	25	17	47.06%
4	4	0.00%	TERMINATIONS	19	21	-9.52%
0	3	0.00%	INVOLUNTARY TERM	8	6	33.33%
4	1	300.00%	VOLUNTARY TERM	14	15	-6.67%
0	0	0.00%	PROMOTIONS	22	4	450.00%
0	0	0.00%	TRANSFERS	1	0	0.00%
5	3	66.67%	ON-THE-JOB INJURIES	25	21	19.05%
5	3	66.67%	# WORKERS COMP CLAIMS	25	21	-9.00%
2	6	-66.67%	SIC/ACC CLAIMS	39	34	14.71%
6.49%	6.52%	-0.46%	% OP ABSENTEEISM	6.39%	6.62%	-3.47%
759.50	2,687.25	-71.74%	# TRAINING HOURS	14,274.25	14,576.00	-2.07%
1.03%	3.58%	-98.97%	% TRAINING/WORKING HRS	24.87%	2.58%	864.15%
73,645	75,094	-1.93%	TOTAL WORKING HOURS	57,384	564,619	-89.84%



August 16, 2019

To: Dawn Distler, Executive Director  
Robert DeJournett, Board President and all other Board Members

From: Shawn Metcalf, Director of Safety and Protection

RE: July 2019 Safety and Protection Report

METRO RTA employees were involved in thirteen (13) accidents during July 2019, two (2) from SCAT and eleven (11) from Line Service. Six (6) accidents were classified as Preventable and seven (7) as Non-Preventable. Operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed with the operators and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

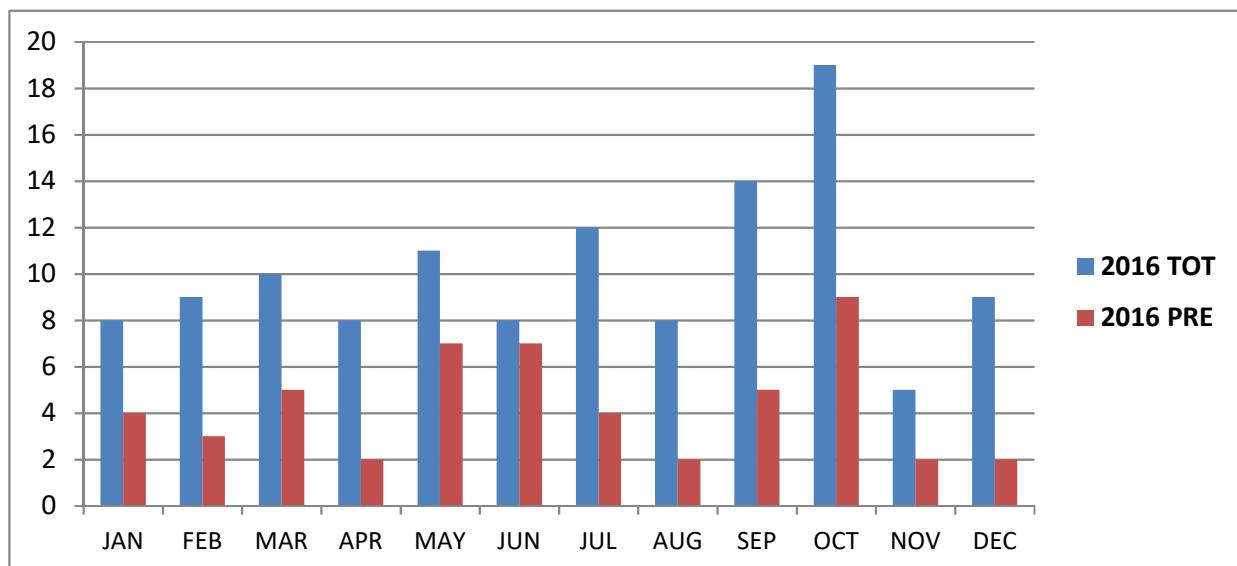
Thomas Worldwide reported no vehicle accidents while transporting METRO RTA passengers.

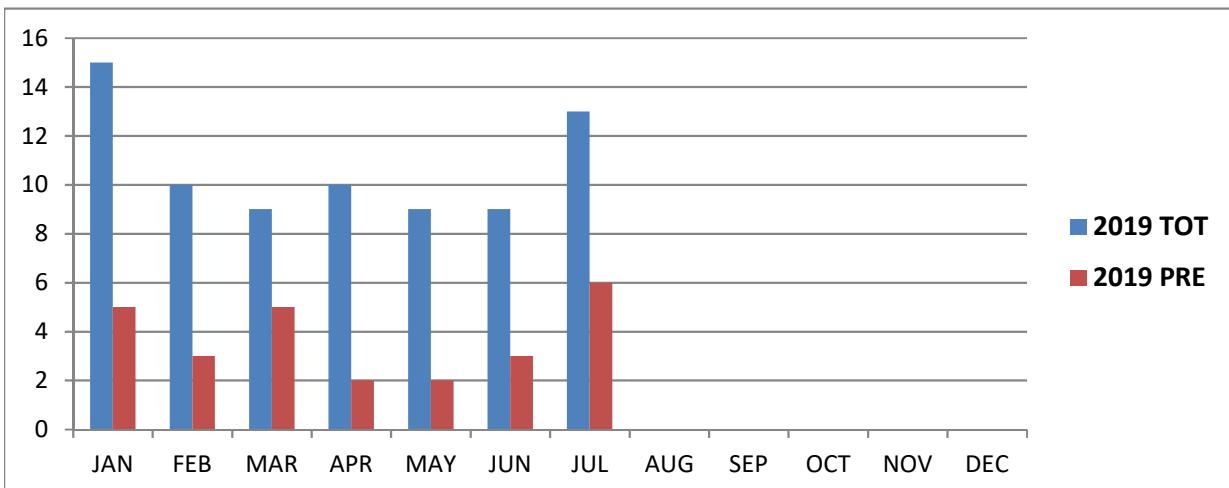
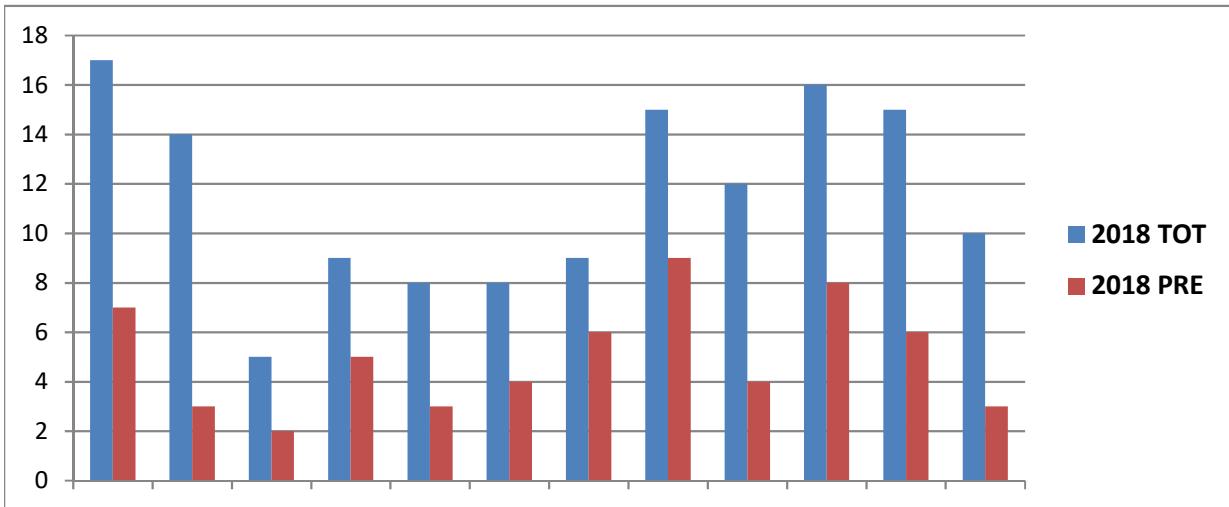
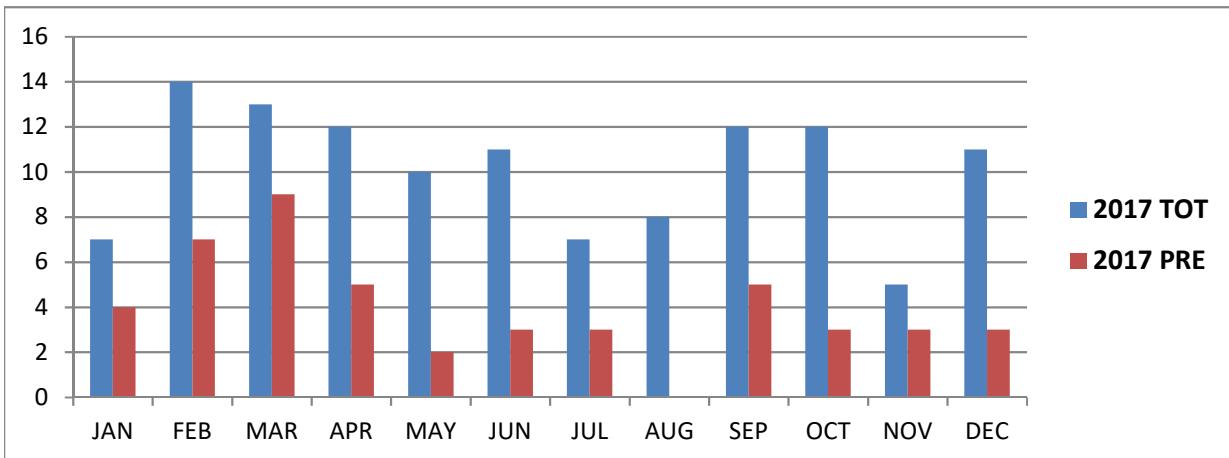
The Akron Police and the Summit County Sheriffs responded to twenty-four (24) documented incidents at the RKP Transit Center, Bus Shelters, and on the buses. Akron Fire and EMS responded to the RKP Transit Center on nine (9) occasions to assist passengers with medical issues. Three (3) individuals were transported to detox from the transit center. Officers rode buses nine (9) times this month and reported zero security concerns.

# 2016 - 2019 TOTAL ACCIDENTS

	2016		2017		2018		2019	
	TOT	PRE	TOT	PRE	TOT	PRE	TOT	PRE
JAN	8	4	7	4	17	7	15	5
FEB	9	3	14	7	14	3	10	3
MAR	10	5	13	9	5	2	9	5
APR	8	2	12	5	9	5	10	2
MAY	11	7	10	2	8	3	9	2
JUN	8	7	11	3	8	4	9	3
JUL	12	4	7	3	9	6	13	6
AUG	8	2	8	0	15	9		
SEP	14	5	12	5	12	4		
OCT	19	9	12	3	16	8		
NOV	5	2	5	3	15	6		
DEC	9	2	11	3	10	3		

Total	121	52	122	47	138	60	75	26
% Prev	42.98		38.52		43.48		34.67	





### 2019 Total Accidents

Total Miles 3,749738.7  
 Total Accidents 75  
 Miles Between Total Accidents 49,996.52  
 Total Accidents Per Million Miles 20.00

### 2019 Preventable Accidents

Total Miles 3,749738.7  
 Total Preventable Accidents 26  
 Miles Between Accidents 144,220.72  
 Total Preventable Accidents Per Million Miles 6.93

## JULY 2019 ACCIDENT REPORT

Date	Preventable	Non-Preventable	SCAT	LINE	Property Damage	Personal Injury	Operator Cited	Disabling Damage	Details
7/2/2019	1		1		1				Struck Parked Car
7/2/2019		1		1	1				O/V Struck Bus
7/6/2019		1		1	1				O/V Struck Stopped Bus
7/9/2019		1		1	1				O/V Turned into Bus
7/12/2019	1			1	1				Bus Turned into O/V
7/16/2019		1		1	1			1	O/V Side-Swiped Bus
7/17/2019		1		1	1			1	O/V T-Boned Bus
7/18/2019		1		1	1				O/V Struck Bus
7/22/2019	1			1	1				Bus Struck Fixed Object
7/23/2019	1			1	1				Bus Struck O/V - Tail Swing
7/24/2019	1			1	1				Bus Struck Fixed Object
7/26/2019	1			1	1				Bus Struck Fixed Object in Garage
7/29/2019		1	1						O/V Backed into Bus
<b>SUM</b>	<b>6</b>	<b>7</b>	<b>2</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>2</b>	
<b>%</b>	<b>46.15</b>	<b>53.85</b>	<b>15.38</b>	<b>84.62</b>	<b>92.31</b>	<b>0.00</b>	<b>0.00</b>	<b>15.38</b>	
<b>TOTAL</b>	<b>13</b>								



September 11, 2019

To: Dawn Distler, Executive Director  
Robert DeJournett, Board President and all other Board Members

From: Shawn Metcalf, Director of Safety and Protection

RE: August 2019 Safety and Protection Report

METRO RTA employees were involved in fifteen (15) accidents during August 2019, three (3) from SCAT and twelve (12) from Line Service. Six (6) accidents were classified as Preventable and nine (9) as Non-Preventable. Operators with preventable accidents met with Manager of Safety Quentin Wyatt. The onboard video was reviewed with the operators and reasonable measures that could have been utilized to avoid the accident and prevent others in the future were discussed.

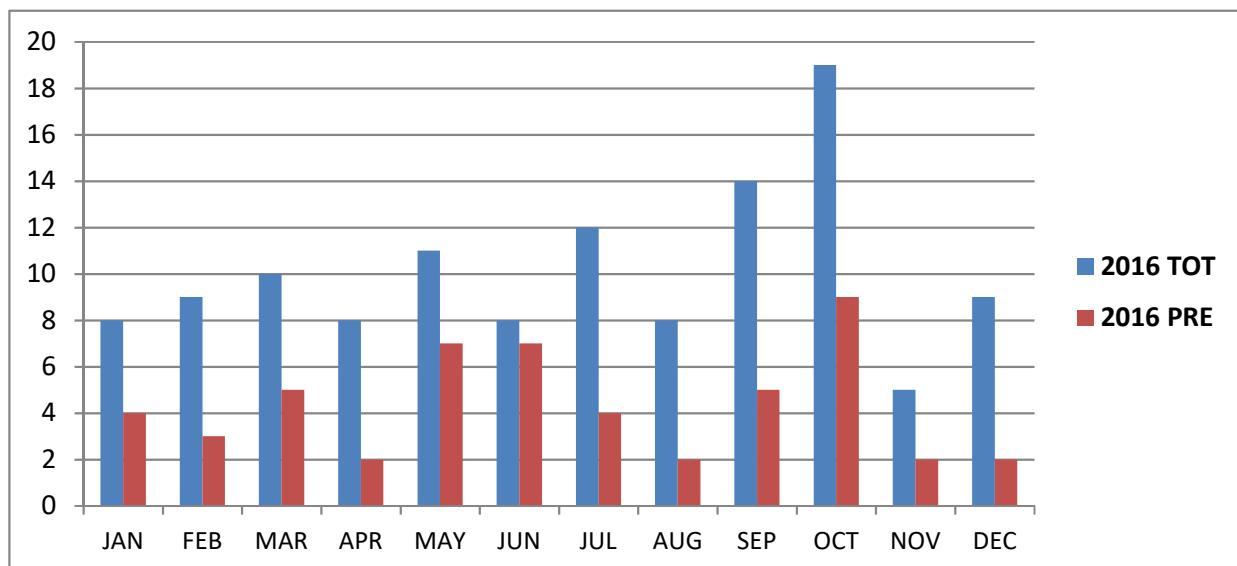
Thomas Worldwide reported no vehicle accidents while transporting METRO RTA passengers.

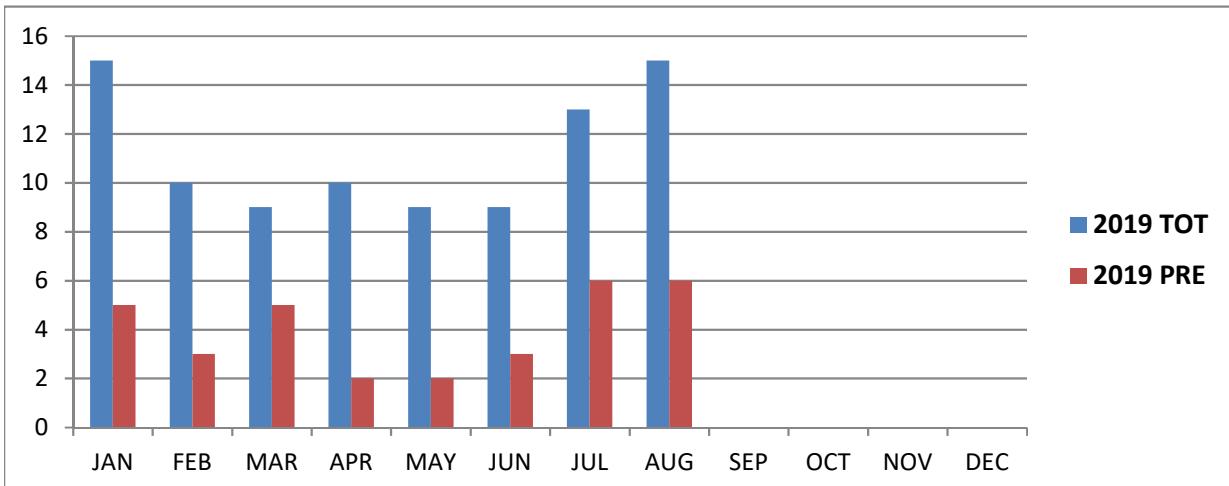
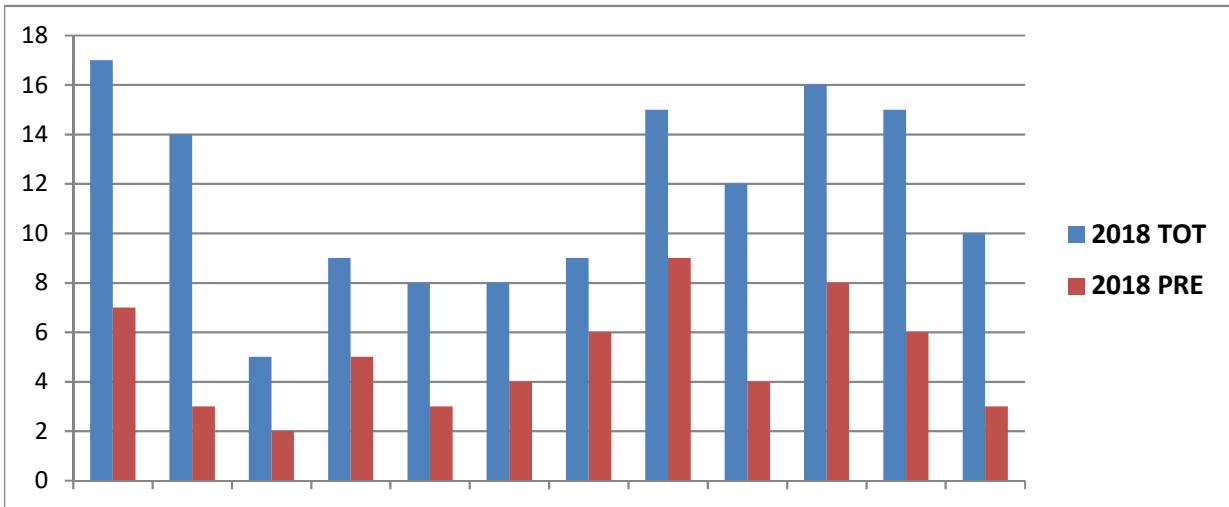
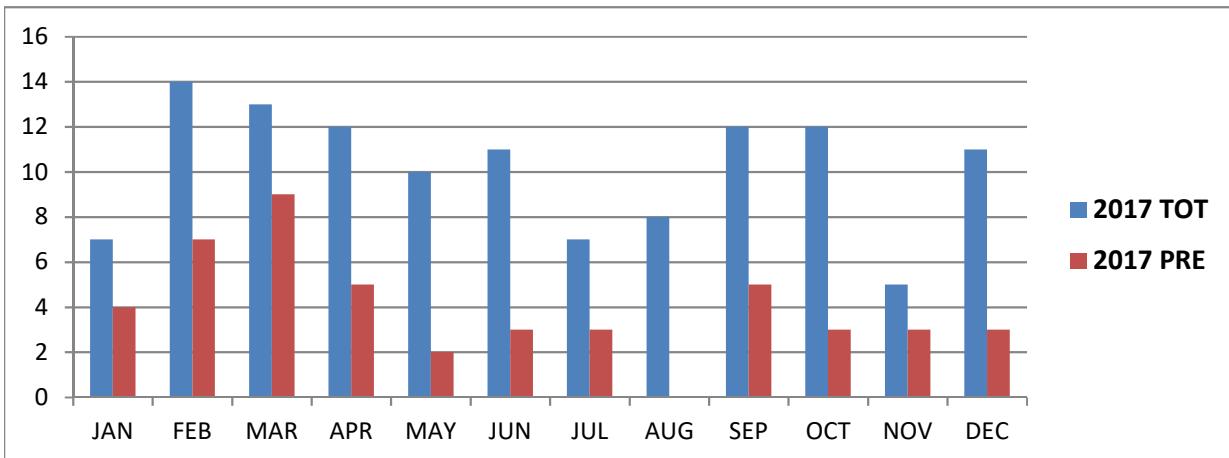
The Akron Police and the Summit County Sheriffs responded to twenty-one (21) documented incidents at the RKP Transit Center, Bus Shelters, and on the buses. Akron Fire and EMS responded to the RKP Transit Center on five (5) occasions to assist passengers with medical issues. One (1) individual were transported to detox from the transit center. Officers rode buses four (4) times this month and reported zero security concerns.

# 2016 - 2019 TOTAL ACCIDENTS

	2016		2017		2018		2019	
	TOT	PRE	TOT	PRE	TOT	PRE	TOT	PRE
JAN	8	4	7	4	17	7	15	5
FEB	9	3	14	7	14	3	10	3
MAR	10	5	13	9	5	2	9	5
APR	8	2	12	5	9	5	10	2
MAY	11	7	10	2	8	3	9	2
JUN	8	7	11	3	8	4	9	3
JUL	12	4	7	3	9	6	13	6
AUG	8	2	8	0	15	9	15	6
SEP	14	5	12	5	12	4		
OCT	19	9	12	3	16	8		
NOV	5	2	5	3	15	6		
DEC	9	2	11	3	10	3		

Total	121	52	122	47	138	60	90	32
% Prev	42.98		38.52		43.48		35.56	





### 2019 Total Accidents

Total Miles 4,321,519.4  
 Total Accidents 90  
 Miles Between Total Accidents 48,016.88  
 Total Accidents Per Million Miles 20.83

### 2019 Preventable Accidents

Total Miles 4321519.4  
 Total Preventable Accidents 32  
 Miles Between Accidents 135047.48  
 Total Preventable Accidents Per Million Miles 7.40

## AUGUST 2019 ACCIDENT REPORT

Date	Preventable	Non-Preventable	SCAT	LINE	Personal Injury	Operator Cited	Disabling Damage	Details
8/1/2019		1	1					O/V Turned into Bus
8/2/2019		1		1				O/V Struck Bus
8/5/2019		1		1				O/V Struck Stopped Bus
8/6/2019	1			1		1		Bus Rear-Ended O/V
8/8/2019		1		1				O/V Turned into Bus Lane
8/13/2019		1		1				O/V Struck Bus Mirror
8/15/2019	1			1		1		Bus Rear-Ended O/V
8/16/2019	1			1				Bus Struck Bus - Garage
8/17/2019		1		1				Deer Struck Bus
8/19/2019		1		1				O/V Turned in front of Bus
8/20/2019	1			1				Struck O/V While Turning
8/21/2019		1	1					O/V Rear-Ended Bus
8/26/2019	1			1		1		Turned Into O/V
8/28/2019		1	1					Struck O/V While Turning
8/30/2019	1			1				Struck Fixed Object Turning
<b>SUM</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>12</b>	<b>0</b>	<b>3</b>	<b>0</b>	
%	40.00	60.00	20.00	80.00	0.00	20.00	0.00	
<b>TOTAL</b>	<b>15</b>							

**COMMITTEE ASSIGNMENT:  
ALL**

**RESOLUTION NO. 2019-12**

A resolution in support of the renewal of a tax levy benefitting County of Summit Alcohol, Drug Addiction and Mental Health Services (ADM) Board.

**WHEREAS**, METRO supports the efforts of the County of Summit ADM; and

**WHEREAS**, a renewal of the Tax Levy would benefit County of Summit ADM Board for the purpose of mental health and recovery programs for children, adults, and families for the County service district, and for the acquisition, construction, renovation, financing, maintenance and operation of the County of Summit ADM Board facilities. The tax would occur at a rate not exceeding 2.95 mills for each one dollar of valuation, which amounts to 29.5 cents for each one hundred dollars of valuation, for six (6) years; and

**WHEREAS**, METRO endorses the County of Summit ADM Proposed Tax Levy.

**NOW, THEREFORE BE IT RESOLVED**, by the Board of Trustees of the METRO Regional Transit Authority that:

1. The Executive Director/Secretary-Treasurer is hereby authorized to forward this resolution to the County of Summit ADM Board in support of the proposed levy.
2. All formal actions of this Board of Trustees related to this Resolution and all deliberations of the Board of Trustees and any of its committees that resulted in such formal action were in meetings open to the public in compliance with all legal requirements, including Section 121.22 of the Revised Code.

**DATE ADOPTED:** September 24, 2019

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**ROBERT E. DEJOURNETT,  
PRESIDENT**

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**DAWN S. DISTLER,  
EXECUTIVE DIRECTOR/  
SECRETARY-TREASURER**